

Eastern Busway Alliance - Sections EB2 and EB3 Residential

Communication and Consultation Plan – Design and Construction

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Introduction

The Eastern Busway Alliance (EBA) has developed this Communication and Consultation Plan – Design and Construction (CCP) on behalf of Auckland Transport (AT) to guide the engagement approach and support the following stages of the Eastern Busway Project:

- the application for a notice for requirement and resource consents in relation to Eastern Busway 2 (EB2) – Pakuranga Town Centre, including the Reeves Road Flyover (RRF) and Pakuranga Bus Station;
- the applications for resource consents in relation to Eastern Busway 3 – Residential (EB3 Residential) – Ti Rakau Drive from the South-Eastern Arterial (SEART) to Pakuranga Creek, including Edgewater and Gossamer Intermediate Bus Stations.

The combined construction of EB2 and EB3 Residential work packages are hereon referred to as 'EB2/EB3R'.

[All ISC inputs have been included in red and will be removed for NoR/ resource consent application]

As outlined in section 2.3.2 the CCP has also been designed in line with the Infrastructure Sustainability Council's (ISC) requirements for a stakeholder engagement strategy. Throughout this document references have been made to the relevant ISC credit pertaining to that section.

Purpose and Objectives

The purpose of the CCP is to set out a framework to ensure appropriate communication and consultation is undertaken with the community, stakeholders, affected parties and interest groups during construction of EB2/EB3R.

The CCP has been developed to ensure compliance with relevant statutory requirements relating to community consultation and reflects best practice through applying the principles and core values set out in the International Association of Public Participation (IAP2). The IAP2 framework provides internationally recognised best practice engagement principles. IAP2 sets out a community engagement spectrum of participation depending on the decisions to be made and the associated level of influence the community can have on a Project.

The CCP will be implemented and complied with for the duration of EB2/EB3R.

Purpose of the Communication and Consultation Plan – Design and Construction

ISC criteria Sta-1 – ABL1.1 - MS1.1b

The aim of the CCP is to:

- Establish a communications and engagement framework that details the goals, principles, accountabilities, audiences, tools and other relevant processes to be used.
- Describe how we will monitor and review the effectiveness of our approach, and use the results to improve our ongoing practices and tools.
- Establish an effective internal reporting and escalation framework for capturing and responding to stakeholder and community input, queries and complaints to manage risk and provide transparency

Outline how we will:

- Inform the community of design, early and preliminary works, construction progress and future construction activities, activities that cause noise, vibration, dust, lighting effects, temporary traffic changes and key project milestones
- Obtain, manage and respond to project related feedback, queries and complaints
- Provide opportunities for the community, stakeholders and affected parties to have their say and meaningfully contribute to our decisions
- Comply with all relevant regulations and legislative requirements.

Engagement Objectives

ISC criteria Sta-1 – DL1.1/ABL1.1 - MS1.1b

We aim to develop a strong presence and bring a ‘Proud to be Local’ approach to collaborate with our partners, stakeholders, communities, customers and local champions so that we maintain positive relationships, generate understanding and support of EB2/EB3R, and improve our decision-making during planning, design and delivery phases of EB2/EB3R.

Our engagement objectives are to:

- Build trust and confidence with our partners, stakeholders, customers and community
- Maintain and enhance community and stakeholder understanding of EB2/EB3R
- Ensure partners, stakeholders and affected parties have sufficient and timely information on EB2/EB3R and any impacts on them, and appropriate opportunities to provide feedback
- Genuinely consider and use feedback and input from partners, stakeholders and affected parties to strengthen the design, and uncover design and construction related opportunities and risks
- Minimise and avoid objectional effects associated with EB2/EB3R construction
- Build proactive and constructive relationships and open lines of communication with relevant parties and minimise activities that may result in complaints
- Enhance, develop and protect the reputation of AT, its partners and EBA.

Our progress against these objectives will be measured using the evaluation framework outlined in Section 5.3.

Our consultation principles are set out in Table 1 below:

Table 1 Consultation Principles

Principle	What this means
People first	Engagement is respectful of all people, prioritising their safety and wellbeing and aims to connect and listen with genuine care and concern.
Effective	Engagement is open, consistent, inclusive, accessible and transparent. We use clear and plain language, are conveniently located, available and responsive. Our printed communications are translated into Te Reo and Mandarin (as a minimum) and interpreters are available for all property consultation conversations. Our engagement takes place in a convenient location e.g. online via an interactive website, in libraries, shopping centres and schools. We respond to queries to info@easterbusway.nz within 24 hours of business hours

	and record all correspondence in the AT and EBA relationship management databases.
Timely	Engagement spans all stages of EB2/EB3R, ensuring information is provided as EB2/EB3R develops.
Meaningful and genuine	Engagement is clear on the elements of EB2/EB3R that can be influenced by stakeholders and the community, how the feedback will be used, and is explicit on which elements of EB2/EB3R are fixed and the reason for this. Our communications will provide clear information on the development of our design, our upcoming construction processes, rationale, potential effects, residual effects and proposed mitigations.
Local	Our engagement approach is culturally inclusive, accessible (multi language communication material) and neighbourly. We acknowledge that locals are proud of their community, and we do not assume that we know best. We showcase local talent and seek opportunities to support local business. <i>ISC criteria DL1.2 - MS1.2a</i>
Simple and excellent	We value simplicity and clarity, demonstrating a willingness to be agile and innovative, holistic and in a cost-effective way

Structure

This CCP has been developed to specifically address consultation and engagement relating to the design and construction of EB2/ EB3R including the legal requirements relating to public engagement.

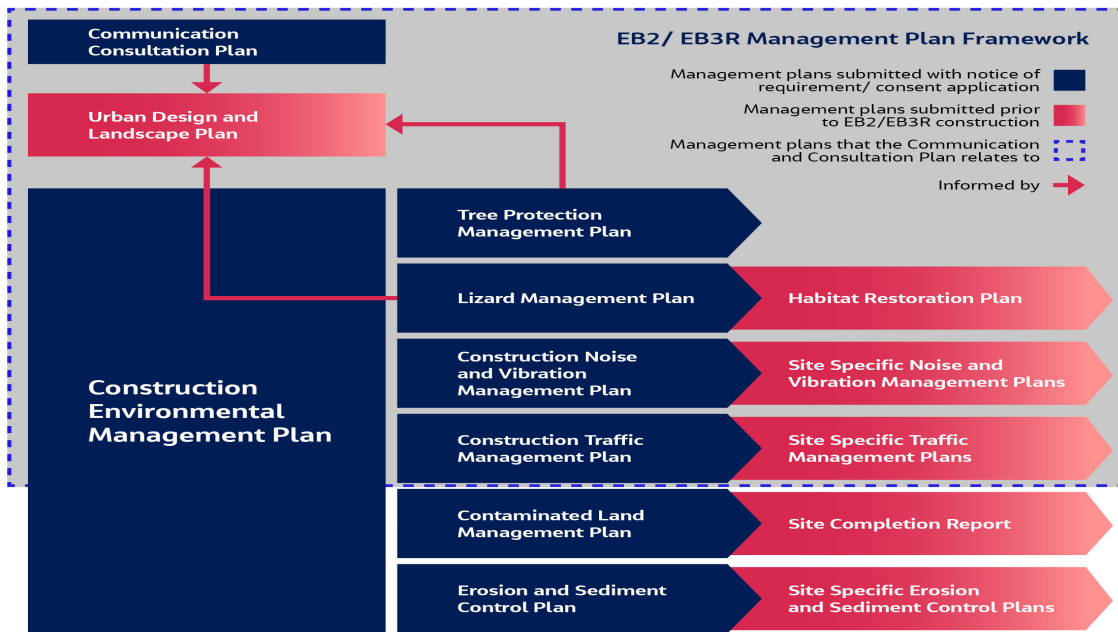
Where design and construction activities require significant engagement, a specific communication plan will be developed and appended to the CCP. The structure of this specific plan is as follows:

1. Information on what the activity entails, where it will occur and when, including duration of activity
2. Objectives of the activity specific plan
3. Identification of who needs to be engaged (stakeholder identification)
4. Information on how stakeholders will be engaged
5. Key community messages
6. FAQs specific to the event or activity
7. EBA roles and responsibilities (for the duration of the activity)
8. Detailed Implementation Plan
9. Recommendations and requirements (as applicable) that should be adopted by the design or construction team.

Relationship to other Management Plans

ISC criteria Sta-1 – ABL1.3 - MS1.3a

The series of management plans have been developed for the construction phase of EB2/EB3R. The relationship between the CCP and these management plans is displayed in Figure 1 below.



[Note. image to be updated to align with final image in CEMP]

Figure 1 Management Plan Framework

* Whilst the CCP is the leading document in relation to community engagement practices on EB2/EB3R, stakeholder and community engagement is also addressed in sub-management plans.

Project Description

The EB2 and EB3R are two of the four stages to be delivered as part of the wider Eastern Busway Project (EB2, EB3R, EB3C and EB4). Stages EB3C and EB4 will be subject to separate resource consent processes.

Eastern Busway 2 (EB2)

EB2 commences from the intersection of William Roberts Road and Pakuranga Road (connecting with EB1) and traverses west to the Ti Rakau Drive / SEART intersection.

EB2 will improve safety by simplifying intersections and the provision of extra crossings to the town centre (including more regular crossing intervals). New cycle lanes and walking paths will make it possible to walk or cycle off-road, improving accessibility and safety around the town centre.

Key elements of EB2 include:

- Pakuranga Station - the key station for Pakuranga/Howick users of the busway leading to the Panmure Station and Botany;
- Reeves Road Flyover (RRF) - provides for local traffic to bypass the heavily congested Pakuranga Road and Ti Rakau Drive route to the Pakuranga Highway/South-Eastern Arterial Highway (SEART) via an overpass between SEART and Pakuranga Road (north).

An overview of the proposed EB2 works is shown in Figure 1 below.

Figure 1 Overview of EB2



Eastern Busway 3 – Residential (EB3 Residential)

EB3R will provide the extension of the Rapid Transport Network from SEART in the west to Pakuranga Creek in the east, including additional walking and cycling infrastructure. The construction of the busway within EB3R will involve a staged approach to construction to minimise disruption on the existing road network.

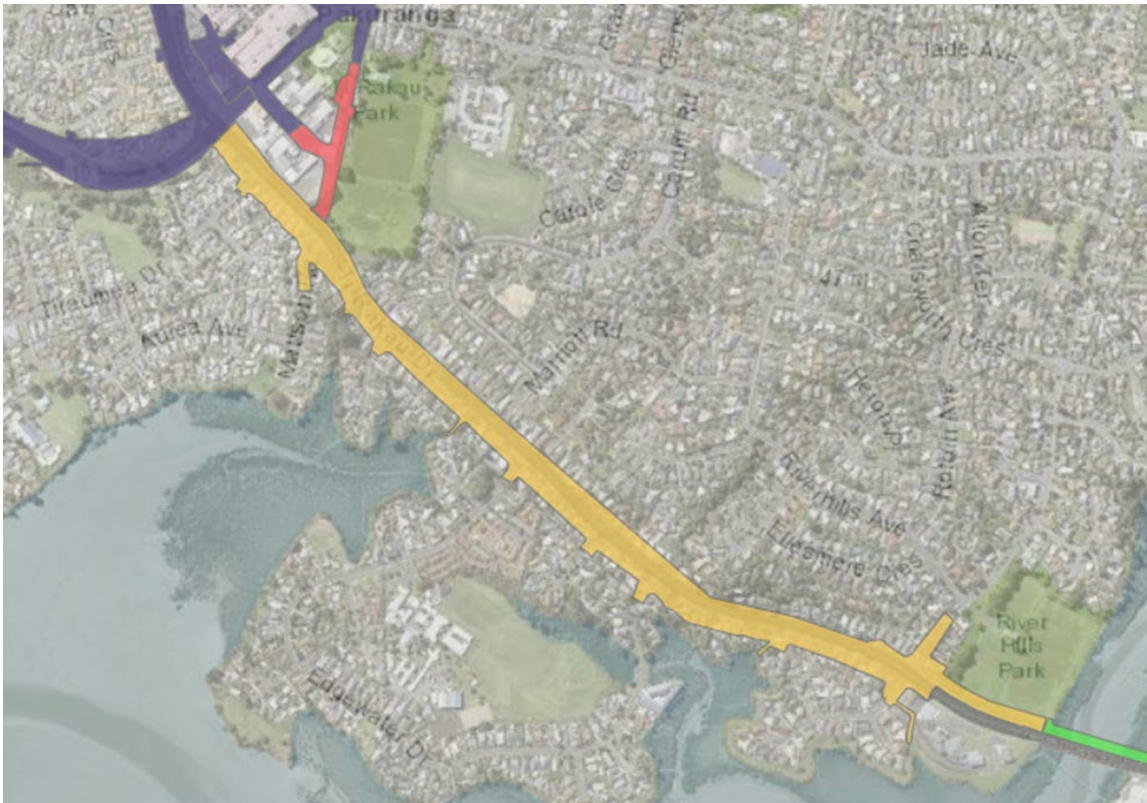
Key elements of EB3R include:

- A separated busway through the centre of Ti Rakau Drive
- The construction of two new westbound lanes for general traffic
- Two intermediate bus stations, being Edgewater Station and Gossamer Station (interim design)

- The western abutment for a future bridge across Pakuranga Creek, adjacent to the existing Ti Rakau Drive Bridge
- Intersection upgrades along Ti Rakau Drive, including William Roberts Road and Gossamer Drive.

An overview of the proposed EB3R works is shown in Figure 2 below.

Figure 2 EB3R Location (shown in yellow)



Construction

Early works within EB2 and EB3R are due to commence in late 2022, with either the deconstruction, removal and demolition of buildings in Cortina Place and William Roberts Road, dependent on the fate of survey outcomes.

Pakuranga area works will progress in stages to minimise commuter disruption. A separate resource consent application relates to the William Roberts Road extension. It is anticipated that these works will be undertaken before Reeves Road is closed and the Reeves Road flyover built, providing an alternative route for traffic. This approach is to maintain access to local businesses and commuters, whilst minimising disruption and enabling early benefits.

The estimated completion date for the wider Eastern Busway Project (EB2, EB3R, EB3C and EB4) is 2026 subject to consent approvals and the easing of current COVID-19 pandemic restrictions.

XX. Summary of Previous Engagement Undertaken

EBA commenced engagement with partners, stakeholders and the community in 2020 to raise awareness and understanding about EB2/EB3R. Early engagement has provided insight into community views and

assisted with Multi Criteria Analysis decision-making processes. Throughout the consultation EB2/EB3R team worked closely with Auckland Council, Auckland Transport staff, Elected Representatives, Howick Local Board, mana whenua, ministerial departments, diverse cultural and interest groups, business and residents' associations, places of worship, schools and media to share information about EB2/EB3R through their networks.

Engagement on EB2/EB3R design was undertaken in November and December 2021 and feedback sought, this included:

ISC criteria Sta-2 – DL3.1 - MS3.1a

- Targeted correspondence (including letters and follow-up phone calls), meetings and further correspondence with potentially affected property owners. Meetings were conducted online initially (using Teams or Zoom), and some follow-up meetings were held in-person as Covid-19 restrictions permitted. Chinese speaking property owners were contacted using a translator to ensure all affected parties were contacted.

ISC criteria Sta-1 - DL1.2 - MS1.2a / ISC criteria Sta-1 ABL 1.2 - MS1.2a

- A three-week public consultation campaign was launched November to present and seek feedback on the Pakuranga to Botany section of the Eastern Busway design. ***ISC criteria Sta-2 - DL1.1 - MS1.1a***
- The campaign coincided with the opening of Eastern Busway Panmure to Pakuranga, introducing the commencement of the next stages.
- Consultation material was circulated by email, social media, hardcopy in libraries, email and a media release, and through meetings with affected property owners and stakeholders.
- An interactive virtual consultation room replaced the traditional open days due to the increasing number of COVID-19 cases in Auckland, and Government restriction on public gatherings during these months.
- A guide to the Eastern Busway was developed and widely disseminated, both digitally and in hard copy, as EB2/EB3R's first newsletter which was used to promote the campaign and gather feedback. This was available in several languages including Hindi and Chinese (simplified)
- EB2/EB3R website with information in several languages was the main communication portal. Information included a project guide, a short video, and a freephone number and email address, as well as links to all project collateral, the virtual consultation room and the Social PinPoint map and feedback channels.
- A Social PinPoint interactive online map, digital feedback form and ideas wall for commentary.
- Public feedback was captured in a report and presented to the AT Board to inform their decision on the final route design.
- In-person and virtual project briefings held with key project stakeholders, Reeves Road and Cortina Place businesses were held to establish relationships, introduce EB2/EB3R (design and construction) and project team.

ISC criteria Sta-2 - DL1.1 - MS1.1a

From March to June 2022 stakeholder engagement included:

ISC criteria Sta-2 - DL1.1 - MS1.1b

- Stakeholders and the wider community, including all those who provided feedback, were sent a summary of the feedback and AT’s responses to recurring questions. This was provided in a newsletter called ‘bUSway’, with detailed information available on EB2/EB3R website.
- Three virtual community sessions, focusing on the proposed alignment for EB3C, provided the local Burswood community another opportunity to provide feedback on specific high priority conversations. Public sentiment was to host a follow-up face-to-face community meeting. EB2/EB3R team responded with a meeting scheduled for 20 April 2022.
- EBA team contacted Burswood Collective to extend the invitation for a virtual meeting with their representatives to discuss the collective's concerns about the proposed alignment ahead of the AT Board meeting. This external stakeholder did not respond to the invitation, with several follow-up attempts. The Burswood Collective attended the April community meeting and subsequently requested a meeting with EBA to discuss their concerns. This meeting was organised and went ahead in May.
- EBA hosted four pop-in information sessions at the East City Wesleyan Church in Burswood during May and June.

ISC criteria Sta-2 - DL1.1 - MS1.1c

Plan Review and Update

The Customer and Community team leads will annually, as a minimum, review and update the CCP document throughout EB2/EB3R life cycle to reflect changes associated with design or construction activity, the environment or in response to feedback being received from the community, stakeholders, directly affected parties or parties affected in proximity to EB2/EB3R. Any changes to the CCP will be submitted to Auckland Council for information.

Roles and Responsibilities

EB2/EB3R team responsible for implementing CCP objectives during the design and construction phases is set out in Table 2 below. Team members will have the appropriate experience, project involvement and responsibility to ensure that appropriate engagement process, tools and techniques are applied when appropriate.

Table 2 CCP Roles and Responsibilities

Name	Role	Contact Details	Responsibility
TBC	Owner Interface Manager		Programme Director
Matt Zame	Project Director	Matt.zame@easternbusway.nz 027 275 8743	Implementing the designation and resource consents for the project.
Jane Small	Group Manager PMO, Property and Strategic Programmes	Jane.Small@at.govt.nz 021 355 112	AT property and planning lead

Teresa Burnett	Head of Corporate Communications (AT)	Teresa.burnett@at.govt.nz 021 243 1011	Corporate Communication
Taimor Hazou	Head of Strategic Consultation	Taimor.hazou@at.govt.nz 021 539 031	Corporate Communication
Blake Crayton-Brown	Media Manager Strategic Communications	Blake.crayton-brown@at.govt.nz 021 227 4707	Media Management
Sarah Price	Alliance Customer and Community Lead	Sarah.price@easternbusway.nz 027 836 5217	Customer and Community Team Lead
Ben Parsons	Alliance Stakeholder Manager and Development Response Lead	ben.parsons@easternbusway.nz 021 810 445	Stakeholder engagement and development response
Elizabeth Collins	Alliance Partnerships and Communications Lead	elizabeth.collins@easternbusway.nz 021 226 1527	Communications lead
Tony Hart	Alliance Development Response Managers	Tony.Hart@easternbusway.nz 022 396 1978	Stakeholder Engagement
Rochelle Gill	Alliance Stakeholder Manager	rochelle.gill@easternbusway.nz 021 205 7379	Stakeholder Engagement
Mallory Christie	Alliance Communication and Engagement Advisor	mallory.christie@easternbusway.nz 021 958 942	Stakeholder engagement support

Legal Requirements and Guidance

Section 2 sets out the legal requirements and guidance that are relevant to the CCP. This document is intended to provide a framework and information that will assist in the implementation of these requirements.

Relevant Legislation, Policy and Plans

EB2/EB3R team have a responsibility to comply with statutory obligations and requirements relating to consultation and engagement. This CCP is designed to address those obligations and requirements, including the requirements set out in the:

- Land Transport Management Act (2003)
- Heritage NZ Pouhere Taonga Act (2014)
- Resource Management Act (RMA) (1991)
- Privacy Act (2020)
- Local Government Act (2002)
- Official Information Act (OIA) (1982).

Relevant Proposed Resource Consents and Designation Conditions

The CCP has been prepared in accordance with the relevant designation and resource consent conditions as contained in the condition set submitted with the application.

If there is a conflict between the CCP and the corresponding legislative requirements, including consent conditions, then the legislative requirements shall prevail.

Guidance Documentation

IAP2

This Plan and EB2/EB3R will follow the International Association of Public Participation (IAP2) principles and core values. The IAP2 framework provides internationally recognised best practice engagement principles and sets out a community engagement spectrum of participation depending on the decisions to be made and the associated level of influence the community can have on a Project.

Using the IAP2 Spectrum tool (an internationally recognised tool for planning public participation on major projects) will guide our approach and level of engagement for each stakeholder group throughout the planning, design and delivery phases. The stakeholders and community representatives are grouped according to the level of involvement they will have with EBA.

Figure 4 IAP2 spectrum of public participation



X.X.X ISC



The Stakeholder engagement will apply the internationally recognised Infrastructure Sustainability Council (ISC) tool v2.1 - Social Theme – Stakeholder Engagement category. The tool will aid in the establishment and implementation of a high quality of stakeholder engagement where key stakeholders can contribute to and influence project outcomes and where sustainable benefits that meet the needs and aspirations of the communities are delivered.

The principles of good engagement provide a solid foundation for developing a stakeholder engagement strategy and its implementation. The reasons for a principles-based approach are two-fold:

- Project proponents and project teams need to make decisions about how stakeholder engagement
- should be planned and executed.
- Every infrastructure project is different. Each project has different challenges and opportunities, as
- well as different stakeholders with different interests. Therefore, there is no one-size-fits-all approach to engaging stakeholders — each interaction needs to be tailored.

This document (CCP) responds to the version 2.1 credit requirements and demonstrates how the credits will be achieved.

Key Result Areas

The EBA has developed KRA's which will be implemented to measure and support the delivery of a high-performance project. The customer, community, stakeholder and legacy KRAs have strong focuses on positive community outcomes.

The EBA will develop Key Performance Indicators (KPIs) that will outline what reporting and data analysis is to be captured.

Table 3 sets out the six project KRA's.

Table 3 Six Eastern Busway Alliance KRA's

KRA	Description
Vision Zero	<ul style="list-style-type: none"> Delivering an operating transport infrastructure that sets a new safety standard Removing critical risks early Establishing targets and measurement frameworks for industry leading health and safety performance
Legacy	<ul style="list-style-type: none"> Leaving positive outcomes for our customers, community and organisations Designing for whole of life: creating high quality infrastructure our customers are proud of
Customers, Community, Stakeholders and Partners	<ul style="list-style-type: none"> Developing trusted relationships with mana whenua and key partners Inspiring community behaviour change and a willing shift to public transport and active modes. Providing the right people with the right information at the right time to enable EB2/EB3R to proceed at pace
Sustainability	<ul style="list-style-type: none"> Leading New Zealand's infrastructure sector in environmental restoration, supporting and strengthening local economies, and inspiring healthy and enduring communities Achieving ISC rating of excellent or better during design and construction
Mobility	<ul style="list-style-type: none"> Maximise the shift to public transport and active modes Increase access and connecting people with well-designed and inclusive transport infrastructure
Business continuity and disruption	<ul style="list-style-type: none"> Design, consent and construction solutions prioritise business continuity and minimise disruption Balancing engineering solutions with the local environment Managing disruption by using the 'Eliminate, Isolate, Minimise' approach

Engagement Strategy

ISC criteria Sta-1 – ABL1.3 - MS1.3b

Section 3 outlines the engagement strategy proposed for EB2/EB3R. It sets out:

- Engagement approach
- Identification of parties to be engaged throughout the design and construction phases, including people and groups with potential interest in EB2/EB3R
- Mana Whenua / Iwi engagement
- Businesses and Social Infrastructure
- Identification of the approaches and processes for engaging with the community

Engagement Approach

Enhancing communities and our reputation - We understand the impact that community sentiment can have on the success of EB2/EB3R and reputation. We will participate in and support community events and programmes to enhance the reputation of AT and the Eastern Busway project (EBA project), leaving a favourable legacy for the people of east and south Auckland.

Communications - Comprehensive and diverse communication channels will support the formal phases of engagement and achieve maximum reach. Information and updates about EB2/EB3R will be disseminated regularly and feedback from the community and stakeholders received and addressed promptly. A key message bank will promote understanding of EB2/EB3R and ensure the EBA messages are consistent. Key messages will evolve through EB2/EB3R lifecycle and will address futureproofing, funding, EBA, economic growth, cycling and walking, property, Reeves Road Flyover/connection between Pakuranga Road and South-Eastern Highway, safety, environment, urban design and renewal, key project features, the construction process and timings, potential impacts such as noise and dust, mitigation opportunities, etc.

Partnership - Underpinning all engagement will be our commitment to delivery partners mana whenua and funding partners Auckland Council and Waka Kotahi, along with our desire to understand community aspirations, opportunities to optimise community connections, crossings and stations along with the co-design and activation of inclusive community and public spaces.

No surprises - Implement early notification and maintaining an open dialogue with stakeholders and the community obtaining a no surprises approach. Minimise inconvenience to key stakeholders and the community by providing timely and regular information regarding any scheduled disruptions to traffic, public transport services, access to property or any other construction impacts.

Parties to be Engaged

ISC criteria Sta-1 – ABL1.1 - MS1.1b

We aim to develop a strong presence and bring a 'Proud to be Local' approach to collaborate with our partners, stakeholders, communities, customers and local champions so that we maintain positive relationships with them, and to generate understanding and support of EB2/EB3R during planning, design and delivery.

We have identified our stakeholders and community and understand who they are and their values. Our project stakeholder list is a working document and as groups, associations, key contacts, and wider community stakeholders are identified they are added. All stakeholders are communicated with on a regular basis to continue to keep them informed on project milestones, progress and mitigate against any misinformation.

The IAP2 spectrum is used to identify the level of engagement for each stakeholder group. Stakeholders are participating in EB2/EB3R at the Consult-Collaborate level on the IAP2 spectrum.

- Mana whenua / Iwi – Collaborate
- Project stakeholders – Inform to Collaborate
- Directly affected parties – Inform to Involve
- Wider community – Inform to Consult

Mana Whenua / Iwi

ISC criteria Sta-1 - DL1.2 - MS1.2a

Mana whenua are partners in the EBA to ensure Te Aranga Māori Design Principles are embedded in all aspects of design.

This partnership has been extended into the development of the environmental management plans where regular hui have been held to ensure a clear understanding of the cultural values mana whenua hold and how these can be addressed throughout the course of the project.

AT and the EBA will continue to use the kaitiaki mana whenua forum to provide an ongoing design and construction role for mana whenua within the Eastern Busway Project.

The Mana whenua forum will continue to address matters such as:

- Urban Design Framework and principles
- Input and implementation into environmental management plans
- Cultural values in the project area
- Opportunities for mana whenua to undertake kaitiakitanga responsibilities including ceremonial, monitoring/surveying of native flora and fauna, pest and weed control, assisting with discovery procedures, and providing mātauranga Māori input

The forum can also provide written advice to AT on these matters for consideration.

Stakeholders

ISC criteria Sta-1 - DL1.1 - MS1.1b / ISC criteria Sta-1 – ABL1.1 - MS1.1b

EB2/EB3R has identified the following stakeholders for EB2 and EB3R, and the level of interest outlined as follows:

Partner – Work collaboratively on project decisions and milestones

Work closely – Understanding stakeholder needs, project aspirations and concerns and work closely to achieve a common outcome

Keep informed – Inform stakeholders on project updates and milestones

Monitor – Monitor correspondence about EB2/EB3R from these stakeholders

Table 4 Eastern Busway Stakeholders

Group	Interest area	Level of interest
Mana whenua / iwi	Partnership involvement in infrastructure projects in the existing environment. Ecological, environmental, historical and cultural considerations. Representation of mātauranga Māori and Te Aranga principles. Incorporation of traditional names where appropriate.	Partner
Waka Kotahi	Infrastructure upgrades supporting or near Waka Kotahi network	Partner
Auckland Council CCOs, particularly Eke Panuku and Watercare Services Ltd	Infrastructure, environmental impacts, long-term strategic decision-making and opportunities	Partner
AT Internal Groups	Partnerships and internal project involvement and opportunities	Partner
Elected representatives including MPs Ward Councillors and the Auckland Council Planning Committee	Infrastructure upgrades – creating community value. Impact of EB2/EB3R on the community, environment and long-term outcomes. Construction disruption	Work closely

	and mitigation opportunities	
Howick Local Board	<p>Infrastructure upgrades – creating community value. Impact of EB2/EB3R on the community, environment and long-term outcomes. Construction disruption and mitigation opportunities.</p> <p>With a focus on community needs, parks, reserves and wetlands and enhancement in facilities and opportunities within the local board area</p>	Work Closely
Auckland Council Parks, Facilities, Community and Libraries	<p>Parklands, provision of sports and open space reserves and opportunities for use.</p> <p>Council owned facilities and services.</p> <p>Impacts and opportunities on community and social infrastructure.</p>	Work closely
Maungakiekie-Tāmaki and Ōrākei Local Boards	Infrastructure upgrades – creating community value	Keep informed
Utility Providers		
Watercare, Vector, Chorus, Vodaphone and Transpower	EBA utilities lead to manage common interest in upgrading and future proofing utilities network	Work closely and Partner, as required
Government Organisations		
Department of Conservation, Heritage NZ Pouhere Taonga, Ministry of Education, Kainga Ora, Ministry of Transport	Interest in infrastructure upgrades and value for their communities /	Work closely

	stakeholders (including the environment as a stakeholder)	
Emergency services (Police, Fire and Emergency, Ambulance)	Access during construction phases. Design once complete	Keep informed
Interest Groups		
Resident and business associations e.g. Greater East Tamaki Business Association (GETBA)	Support for the business and residential communities. Impacts and opportunities for their members. Construction disruption and long-term transport and environmental outcomes	Work closely
<p>Generation Zero</p> <p>Greater Auckland</p> <p>Auckland Business Forum</p> <p>Automobile Association</p> <p>Bike Auckland</p> <p>Freight industry groups including Road Transport Forum, Road Transport Association, Heavy Haulage, National Road Carriers, and Bus and Coach Association</p> <p>Howick Youth Council</p> <p>Environmental Groups (e.g. Forest and Bird)</p> <p>Accessibility advocacy groups (e.g. CCS Disability Action, NZ Foundation for the Blind)</p> <p>Community leaders and ethnicity groups</p> <p>Tamaki Estuary Environmental Forum</p>	<p>Interest in infrastructure upgrades and value for their communities / stakeholders</p> <p>Access and minimisation of disruption during construction phases</p> <p>Long-term outcomes and impacts on environmental sustainability, efficiency of the transport network, community and economic outcomes.</p>	<p>Work closely and keep informed</p> <p>The Customer and Community team have a detailed contact list of these stakeholders</p> <p>Stakeholders are regularly updated on EB2/EB3R, through virtual meetings and update notifications</p>
EB2 / EB3R specific stakeholders		
<p>Dementia NZ (William Roberts Rd)</p> <p>Te Tuhi Arts Centre</p> <p>Bread of Life Church</p> <p>Masjid Abu Bakr Al-Siddiq Mosque</p> <p>Howick Pakuranga Principals Association</p>	<p>Construction and infrastructure changes in and around Reeves Road and Ti Rakau Drive</p>	<p>Work closely</p> <p>The Customer and Community team have a detailed contact list of these stakeholders</p> <p>Engagement with all stakeholders is ongoing</p>

Pakuranga Intermediate Edgewater College Anchorage Park School St Kentigern College Edgewater Shops GYP – Pakuranga Town Centre Pakuranga Medical Centre Cortina Place businesses Citizens Advice Bureau Pakuranga and Botany (East Auckland) Community leaders and ethnicity groups Pakuranga Budgeting services Pakuranga Counselling Service Pakuranga Rugby League Club Fencibles United Football Club Ambridge Rose Manor Edgewater Village Metlife Care		and all correspondence/ interactions have been captured in the Customer and Communities stakeholder database system (Darzin) Regular meetings, emails and updates will be provided throughout EB2/EB3R life cycle
Wider Community		
Howick and Pakuranga Schools and Kindergartens Places of Worship - churches and places of worship Sports and leisure groups Aged care sector Wider business sector	Local infrastructure upgrades and the benefits for their communities	Keep informed The Customer and Community team have a detailed contact list of these stakeholders
Media	Project updates and stories	Monitor

Directly Affected Property Owners and Occupiers (Whole, Partial or Adjacent)

ISC criteria Sta-1 - DL1.1 - MS1.1b

Directly affected property owners include those properties which are impacted by EB2/EB3R footprint / designation, and in locations property purchase or access are required. AT property team will negotiate the purchase of properties, where required.

Where properties are directly affected initial consultation will be with the property owner and, with property owner consent, the tenant.

EBA have commenced engagement with these property owners, with properties already purchased or where negotiations are underway. AT owned properties along Ti Rakau Drive are currently tenanted by Eke Panuku. All correspondence with these tenants is through Eke Panuku as the landlord.

For those owners and tenants being displaced a minimum 100 days advance notice will be provided and a comprehensive information package including key contact information for housing and business advice will be provided. EBA and Eke Panuku will jointly manage the process of notification to vacate to ensure that vacancy periods are minimised and social cohesion is respected.

With Eke Panuku agreement, EBA has developed a specific 'Tenants Notification communications plan', shown in appendix A. This communication plan is a living document outlining responsibilities, risks and development response opportunities. Reviewed by EBA regularly, the communications plan will capture learnings and align with project updates.

Neighbouring Property Owners and Occupiers

ISC criteria Sta-1 - DL1.1 - MS1.1b

Identified Neighbours are those whose properties are in close proximity to the works but are not within the designation or consent footprint and are not impacted by property purchase or licence to occupy requirements. Our contact with these properties will include both owners and tenants, with engagement already having had commenced with investigation works and during project design consultation.

Communication material will include multi-channel information such as targeted key information letters (including project works notifications), community information day invites, project update brochures, and social media campaigns. Tools and techniques used for communicating with stakeholders are outlined in section 3.3.

Businesses and Social Infrastructure

Construction of the Eastern Busway will disrupt businesses and social infrastructure including schools (Primary, Intermediate and Secondary), libraries, Te Tuhi art gallery, parks and playgrounds. Additional engagement will be undertaken with these stakeholders to ensure that effects of construction are mitigated as far as practicable, and issues and feedback are reviewed and addressed where possible.

Specific measures are to be implemented in consultation with these stakeholders for maintaining suitable access during construction, providing alternative access for servicing, delivering, and loading areas for businesses impacted by construction works and the use of fencing and hoardings, especially in zones of economic activity, to integrate these areas into the environment and provide opportunities for locational signage or advertising for businesses.

Wider Community

ISC criteria Sta-1 - DL1.1 - MS1.1b

The EBA team understands that the construction of the Eastern Busway will impact the community of East Auckland.

The wider community includes anyone else (outside of those identified in 3.2.3 and 3.2.4 above) with an interest in EB2/EB3R.

Engagement Activities (Tools and Techniques)

To ensure the level of communication with stakeholders and affected community groups is effective, several different communication channels will be used in the design and construction phases of EB2/EB3R life cycle. These are described in the below table and identified in the stages for implementation.

ISC criteria Sta-1- DL1.3 - MS1.3b

- Unless specified, the frequency of communication for the various tools outlined below will be as required, depending on the nature of the activity to be undertaken and the scale of the effect
- EB2/EB3R engagement team will identify which stakeholders need to be consulted, which tool is most appropriate to use and the frequency of consultation required.

Publication engagement tools and techniques

Table 5 EBA engagement tools and techniques

Project Phase	Tool: Publication	Usage / Content
Design and construction	Project newsletter 'bUSway' (Quarterly)	Project wide updates about design and construction progress, upcoming site-specific information, interesting stories from site, progress. Distributed quarterly leading into and during construction, recipients will include the EBA distribution list, subscriber's database and project stakeholders.
Construction	Construction email update – progress and look-ahead (monthly)	Monthly Email construction update providing notification on the construction progress, milestones, project highlights and traffic changes. These can include photographs from site progress over the previous month. Distributed monthly leading into and during construction, recipients will include the EBA distribution list, subscriber's database and project stakeholders
Construction	Weekly traffic and changes report	Key traffic disruptions, road closures and other critical or helpful information for the week ahead. Distributed to EBA distribution list including traffic update subscriber's database and project stakeholders.
Design and construction	Letters	Letters to explain upcoming works (e.g. night work), potential impacts or to address a particular issue with specifically targeted residents or stakeholders.

		<p>Letterbox or email according to the recipient's preferences or distribution requirements.</p> <p>Working with apartment building managers to ensure messages are received by occupants, as required.</p>
Design and construction	Information sheets	<p>A one-page community information sheet featuring details on a particular aspect of EB2/EB3R. For example, construction techniques, timing and duration of works, key effects / what to expect, dust and noise mitigation, who to contact with questions.</p> <p>Virtual and hardcopies available for distribution as required.</p>
Construction	Posters	<p>Advertising construction activities, associated detours and disruptions.</p> <p>Displayed at information stations, project offices and AT designated locations.</p>
Design and construction	Internal Stakeholder Engagement Progress Reports	<p>Monthly reports highlighting the key issues, current and planned communication and engagement activities and performance for the reported period. Issued by the EBA Stakeholder Manager to the EBA Project Director and Owner Interface Manager.</p>
Design and construction	FAQs and Q&As	<p>Approved responses to frequently asked questions, available to support Customer and Community Team in responding to stakeholder queries.</p>
Construction	Calling cards	<p>Able to be left at properties when we have called in and owner not home.</p> <p>Developed using EBA logo and branding.</p>
Design and construction	Feedback	<p>Feedback forms will be made available at information sessions. These will encourage the community to comment on whether they feel that they are being kept up to date on progress and so they can voice concerns.</p> <p>Community feedback will be sought regularly and considered in decision making processes.</p>
Construction	Business cards	<p>Containing contact details of EB2/EB3R email, phone, website and key project messages. Distributed to all team members who can then pass on to stakeholders and the community as required.</p>

Construction	VMS notification (Variable message signs)	To update road users, pedestrians and cyclists to upcoming works, diversions and wayfinding.
Construction	Signage and hoardings	<p>To provide a better customer experience project signage, hoarding and detour signage will be produced to show traffic detours and changes to bus, cycle and haulage routes (as required under project Traffic Management Plans).</p> <p>In addition to site safety, construction site hoardings will be located and designed to maintain an acceptable standard of amenity for the adjoining community.</p>

Face-to-face engagement

Proceeding with face-to-face engagement will be based on the current COVID-19 alert levels and phases, and safety of the community during the pandemic. If face-to-face engagement is possible, face coverings and social distancing requirements will be followed.

Channel	Tool: Face to Face	Usage / Content
Design and construction	One-on-one discussions	One-on-one meetings with residents, businesses or organisations to address specific concerns. Early engagement to inform the EBA on acoustics, noise and dust concerns.
Design	Info Hub	Opportunity for information- hub locations in the Pakuranga and Botany areas for the public to visit in case they have concerns or questions.
Construction	Door knocks	Advising residents, businesses and social infrastructure of construction impacts and timeframes that will particularly affect individuals or properties, particularly as part of the listed affected parties in the designation and resource consent conditions.
Design and construction	Project briefings	Regular project update sessions with businesses, organisations, libraries, interest groups, government or transport operators informing them of project progress. These sessions are particularly useful for individuals and organisations associated with EB2/EB3R, but who are not directly involved in the day-to-day operations.
Construction	BBQs	Street and area BBQs are planned as a way of connecting with the community. When COVID-19 restrictions allow.

Design and construction	Meet and greet (Cortina Place and Reeves Road locals)	Meet the neighbour's drop-in session for Cortina Place and Reeves Road businesses. Invitation to Cortina Place properties to meet with EB2/EB3R team at the new project site office on Cortina Place.
Design and construction	Information and drop in office	Location within the Cortina Place site office where stakeholders can visit to discuss EB2/EB3R.

Virtual engagement

Channel	Tool: Virtual	Usage / Content
Design and construction	Project briefings (virtual)	Regular project update sessions with businesses, organisations, libraries, interest groups, government or transport operators informing them of project progress. These sessions are particularly useful for individuals and organisations associated with EB2/EB3R, but who are not directly involved in the day-to-day operations. Virtual meetings hosted on TEAMS.
Design and construction	One-on-one discussions (virtual)	One-on-one meetings with residents, businesses or organisations to address specific concerns. Virtual meetings hosted on TEAMS.
Design and construction	Community information sessions room	Hosted by EBA, community information sessions are used to update the community on interest topics. These sessions are often linked with a project milestone to increase community knowledge. Virtual meetings hosted on TEAMS.
Design and construction	Social pinpoint	Virtual map allowing the community and stakeholders the ability to indicate where their ideas and concerns are geographically on EB2/EB3R route. This information is visual and transparent, and captured for analysis.

Contact details

Channel	Tool: Electronic	Usage / Content
Design and construction	0800 information phone	A project freephone line, 0800 BUSWAY (0800 287 929), is currently operational and the number advertised on all

		<p>communication material for the community to phone when seeking more information on EB2/EB3R. The Customer and Community team are responsible for managing calls from the community, and if calls are received outside normal working hours responses will be provided within 24 hours (Monday to Friday). The phone will also be monitored and queries responded when construction activity is planned outside normal working hours. All correspondence will be logged in the Customer and Communities stakeholder database system (Darzin).</p> <p>Stakeholders who do not have access to email or the website will be encouraged to call the 0800 number to engage with EBA.</p>
Design and construction	Project email address	<p>Public project-specific email address info@easternbusway.nz. Printed on all external and internal communications to encourage community members to email with any enquiries. EB2/EB3R team will respond to all query emails within 24 hours Monday to Friday.</p> <p>The community will be encouraged to contact EB2/EB3R team using this email address. All correspondence to and from the inbox will be captured in the Customer and Communities stakeholder database system (Darzin).</p>
Design and construction	AT website	<p>EB2/EB3R specific website (www.easternbusway.nz) will be hosted using AT's website, and will be continuously updated with the latest project information and details for the community. During the construction phase the website will be used to keep the community informed of potential impacts or key milestones including closures, road layout changes and wayfinding.</p> <p>The website will host the virtual consultation room link, which will be used in place of face-to-face drop-in sessions during the COVID-19 pandemic. The website will include latest project updates and details on how to contact EBA.</p> <p>The website will provide an opportunity for stakeholders and the community to sign up to regular project newsletters.</p>

Advertising and media

Channel	Tool: Advertising and Media	Usage / Content
Design and construction	Print and social media	Print, social media (Facebook and Instagram) and outdoor media will be used to communicate key messages and reach a wider audience. These methods will be used to advertise significant milestones such as road closures, detours and milestone Events.

		<p>All print and social media is approved by AT.</p> <p>Comments on Facebook or Instagram will be managed by AT social media team, with Customer and Community team assisting with responses as required.</p>
Design and construction	Radio announcements	Radio announcements will be used for significant changes such as major disruption to services and road detours.
Design and construction	Media Releases	Released as appropriate at key project milestones.

Stakeholder Engagement Database

Channel	Tool: Database	Usage / Content
Design and construction	Stakeholder engagement database capture	<p>Stakeholder demographic information and interactions are captured using two database systems, these include:</p> <p>Darzin is used by the Customer and Community Team to record all stakeholder contact details and interactions including meeting minutes, emails, face to face conversations and phone calls during EB2/EB3R. Responses from EB2/EB3R team are also recorded. ProAction used by the property team during formal property acquisition.</p> <p>This will mean for some stakeholders there will be two sources of recorded information. Recorded stakeholder information captured in ProAction will be copied into Darzin at the completion of the property acquisition process. Post the property processes and engagement, stakeholder information will be captured in Darzin during the construction phases.</p> <p>Both databases can provide report data and engagement information to AT and EBA, as required.</p> <p style="text-align: right;"><i>ISC criteria Sta-1 - DL1.1 - MS1.1b</i></p>

Learning opportunities

Channel	Tool: Learning Opportunities	Usage / Content
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Design and construction	Community education	<p>Visiting and presenting about the construction of EB2/EB3R at local educational facilities.</p> <p>Edgewater College and EBA design team working together to provide design students with a project on designing EB bus stations.</p>
Design and construction	Mini-workshops and team sessions	Ongoing team training and development in areas of communication, incident management, complaint processes, media requirements etc.
Design and construction	Community sentiment monitoring / Strategy monitoring	<p>Community feedback through community surveys or similar. Surveys should be undertaken at least once during the design phase, annually during construction and at project completion.</p> <p>Senior management team representatives will be involved in regularly seeking community feedback. Their role will include the final sign-off of questionnaires, encouraging participation and feedback and initiation of continued improvement approaches after analysing feedback results.</p> <p>EB2/EB3R will seek feedback on the stakeholder engagement strategy objectives, then monitor, review and document the results. EB2/EB3R customer and community team along with senior management will respond to feedback by amending the communications strategy as required.</p> <p>The survey will measure community sentiment and assist with continuous improvement.</p> <p style="text-align: right;"><i>ISC criteria Sta-1 DL2.2 - MS2.2a</i></p>

Private property

Channel	Tool: Property Management	Usage / Content
Design	Building pre-condition surveys	<p>Building pre-condition surveys are planned for all parties identified as directly affected or affected by proximity (as per the conditions of the designation).</p> <p>Precondition surveys will be undertaken prior to works starting. Following completion of works, a further survey will be undertaken.</p>
Design and construction	Site-specific noise and/or vibration monitoring	As needed, monitoring may take place to ensure compliance with conditions of consent. This will be on an as needed basis.

Construction	Eke Panuku Tenant notification	<p>Early works to prepare for construction will include written notification to Panuku Tenants. Tenants occupying Auckland Council owned properties along the route will be given advanced notice that the properties they live in will soon be required for the construction of the Eastern Busway, and residents will be given 100 days to vacate the premises.</p> <p>Not all Auckland Council owned properties are required immediately, and formal notice will be provided in tranches. Two letters will be provided to tenants – the first to provide an early warning and likely indication of when the property is to be required. The second will be the formal letter providing the confirmed notice requirement for the termination of the lease / residential agreement. Both letters will be drafted by the Eastern Busway Alliance and distributed by Eke Panuku. Given the different terms in the residential and commercial property agreements, slightly different letters will be needed for residential / commercial tenants.</p>

Management Processes

We understand the impact that community sentiment can have on the success of EB2/EB3R and reputation. We will participate in and support community events and programmes to enhance the reputation of AT and the EB project, leaving a favourable legacy for the people of east and south Auckland.

The following processes outline how the Customer and Community team will maintain an integrated approach to stakeholder engagement.

Engagement Reporting and Meetings

ISC criteria Sta-1 - DL1.3 - MS1.3b

Table 6 Reporting and Meeting approach

Tool	Responsibility	Description
Urgent Notifications	EBA Customer and Community Lead	Immediately report any issues or concerns to EBA Project Director when they may result in media interest or present reputational risk to EB2/EB3R participants.
Weekly meeting	EBA Customer and Community Lead	<p>Provide information to AMT and EBA Project Director on all key community relations and stakeholder management issues including:</p> <ul style="list-style-type: none"> Details of 'live', 'emerging' and 'horizon' issues and mitigation strategies A breakdown of stakeholder meetings held and proposed for the following month A summary of enquiries and complaints received, agreements made and issues to be resolved A 12 week look ahead of construction program and aligned communication activities Potential media opportunities/risks Any information published Opportunities to promote construction milestones <p>The key objectives of the meetings are to:</p> <ul style="list-style-type: none"> Address any contentious issues that may affect the reputation of EB2/EB3R Assist in facilitating a two-way flow of information between EB2/EB3R and stakeholder so that construction impacts and the safety of people can be optimally managed Monitor stakeholder satisfaction.

		<p>Attendance at the following meetings to ensure continued proactive engagement is maintained and reputational risks mitigated:</p> <p>last planner meetings to understand upcoming works and identify communications required</p> <p>Alliance team milestone planning meetings.</p>
EBA monthly reporting	EBA Customer and Community Lead	<p>Update on meetings with stakeholders</p> <p>Queries received</p> <p>Monthly look ahead</p> <p>Key challenges, potential risks captured in EB2/EB3Rs risk register</p> <p>Milestone events</p> <p style="text-align: right;"><i>ISC criteria Sta-1 – ABL1.3 - MS1.3a</i></p>
Communications database	EBA Customer and Community Team	<p>All correspondence with all stakeholders and the community will be captured in the Customer and Communities stakeholder database system (Darzin).</p> <p>Notes should include contact details of stakeholders, a record of the main items of discussion (particularly around the identification and management of adverse effects), any undertakings and agreed actions.</p> <p style="text-align: right;"><i>ISC criteria Sta-1 - DL1.1 - MS1.1b</i></p>
Risk register meeting	EBA Customer and Community Lead	<p>Risks identified by the customer and community team are raised with the team leader at weekly meetings. The customer and community team lead works closely with EBA Risk Manager to update the risk register on a monthly basis. All risks are reviewed at a monthly risk management meeting and the register updated.</p> <p>Risks are reported in the monthly reports to the EBA board and ALT review, and update risks as part of the 90-day planning session.</p> <p style="text-align: right;"><i>ISC criteria Sta-1 - DL1.3 - MS1.3a</i></p>

Enquiries and Feedback

ISC criteria Sta-1 - DL1.1 - MS1.1b

Community and key stakeholder feedback will be captured during public consultation campaigns and used to support design and construction outcomes. The Customer and Community team will discuss all feedback with appropriate EBA representatives and the AT Board, as required, through internal meetings and monthly reporting, with suggestions considered for continuous improvement. If AT implements recommendations made by the community, the Customer and Community team will notify all affected

stakeholders. The CCP will guide the engagement approach on how EBA manages enquiries and feedback. Regular reviews of the CCP by EBA team will ensure a continuous improvements approach is undertaken to achieve a high standard of engagement with stakeholders.

Section 3.3 sets out the tools and techniques for engaging and receiving feedback including via phone, written, email, online submission form or face to face. The below sets out the process for how community enquiries will be managed as they are received. A one-page communication brochure of the feedback and complaints channels will be published and distributed to stakeholders and the wider community. This brochure will include key messages, project timeline, feedback / complaints processes and project contact details.

ISC criteria Sta-1 - DL3.2a - MS3.2a

All enquiries will be processed with immediate acknowledgement of receipt and if contact details are provided, the Customer and Community Team will contact the enquirer within one working day. All enquiries will be captured in the Customer and Communities stakeholder database system (Darzin), as outlined in section 3.3, including the date, contact details, enquiry and response, including any action undertaken. Any enquiries not related to EB2/EB3R will be passed back to AT as soon as possible to assign to the correct project.

Some enquiries or feedback will be defined as a complaint. The International Standards Organisation provides a definition of complaint in ISO 9000:2015: *Expression of dissatisfaction made to an organisation, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.*

Guidelines for the complaints management mechanism are outlined below:

ISC criteria Sta-1 - DL1.3 - MS1.3b / ISC criteria Sta-1 – ABL1.1 - MS1.1b

Table 7 Queries and Complaints process

Enquiries and Feedback process

Process steps	Action
1	All stakeholder queries from EB2/EB3R email or phone are to be acknowledged by the EBA Customer and Community Team within 24 hours (within working hours, Monday to Friday, or out of hours if night works are scheduled).
2	The customer will be provided with a response acknowledging their query by the Customer and Community team within one working day, and where required the ‘frequently asked questions’ document will be used as a reference for common responses or EBA team member’s input will be sought to provide a comprehensive response. Major complaints such as building damage will be addressed as soon as is practicable. Formal acknowledgement shall be made within five working days of receipt.
3	All correspondence will be captured in the Customer and Communities stakeholder database system (Darzin), including EBA responses. A correspondence event entry will be set up once the query has been made, within the stakeholder’s demographic profile. If it’s the first contact the stakeholder has made with EB2/EB3R and no profile exists, one will be established.

4	When a query is a complaint, it will be forwarded onto the EBA Customer and Community Lead, EBA Project Director and Owner Interface Managers, for input.
5	<p>The EBA Customer and Community Lead will work closely with the EBA Project Director, Owner Interface Manager and delivery team to resolve complaints. They will be proactive in keeping complainants informed of what action is being taken to address their concerns.</p> <p>Where required the EBA Project Director and Owner Interface Manager will review/approve EBA response before replying to the stakeholder.</p>
6	<p>Complaints and concerns will be investigated. The Customer and Community team will notify the Environmental Lead of these types of complaints and discuss potential mitigation options available.</p> <p>Minor damage complaints to vehicles and properties will be investigated by Customer and Community team and if damage was directly due to project activities mitigation will be confirmed by the Customer and Community Lead, EBA Project Director and Owner Interface Manager.</p>
7	When complaints are from project neighbours a Customer and Communications and Construction team representative will offer to visit the property to discuss concerns in-person (COVID-19 restrictions permitting).
8	<p>All meetings and phone calls are recorded in Darzin to ensure that a complete record of times, dates and location are maintained.</p> <p>When a complaint is resolved it should be 'closed out' as an action in Darzin.</p>
9	<p>Customer and Community team monthly progress reports to EBA Management team will include a record of queries, complaints, positive feedback, initial response times, how many queries have been closed out, and statistics on the complainants including their query type (for example traffic disruption, vibration and noise).</p> <p>This will also include any outstanding issues or disputes raised.</p>
10	<p>The complaints process will be regularly reviewed, with a focus on continuous improvement and assist the customer and community team in implementing strategies to minimise stakeholder community disruption.</p> <p>If required, improvements to project processes and mitigation strategies will be implemented to minimise future complaints.</p>

Branding and Logos

EBA brand and placement is guided by the AT brand playbook and design studio. The AT brand strategy is to build trust with Aucklanders, to tell people about AT's vision for Auckland's future and to showcase AT's hard work and innovative new projects. AT is curating all of this under their current brand platform, 'Let's go there'. From their internal culture to their external campaigns, they are aiming to consistently cut through and connect with Aucklanders, building trust, confidence and mana in the AT brand.

During 2021 EBA logo was developed to be simple, clear and versatile with a focus on helping customers identify EB2/EB3R quickly and easily. An example of the logo is provided below in figure 5, and it is to be used in the corner of a document without a box of white or colour behind it, and undistorted. The EBA Customer & Community team are 'guardians' of EBA brand and help EBA team to use it accurately.

Figure 5 Eastern Busway Logo



Photography

Any person/s captured in photographs or videos recorded onsite will be provided with release forms and the photos or footage will not be made available for external use until the release forms are signed.

Progress and general onsite project photos will be taken quarterly. Photography will include on-ground, drone and aerial, for both EBA reference and marketing material.

Media Enquires (reactive)

All media enquiries received are channelled through the AT media manager to the EBA communications lead. A response is then drafted in accordance with EB2/EB3R's key messages, for final approval by the EBA OIM and alliance director.

EB2/EB3R media spokespeople are the OIM and project Board Chair. AT's CE and/or General Manager of Integrated Networks may be engaged to comment. Where relevant and agreed by the two spokespeople, technical experts may be asked to provide commentary. The communications contact is EBA communication lead.

A copy of all media articles on EB2/EB3R is kept electronically and uploaded to EB2/EB3R website.

Media Releases (proactive approach)

Media releases/invitations are issued around key milestones, major works that will have an impact on the local or wider community, and support EB2/EB3R objectives.

Releases are prepared by the communications lead, reviewed by the customer & community lead, and approved by the OIM and project director. Releases are posted by AT on their website and supported by AT's social media team.

Between the interim alliance's formation in October 2020 and 10 March 2022, eight media releases have been published.

Emergency Management

Emergency management is set out in Section 3.7 of the CEMP and includes:

- Procedures that will be displayed onsite.

- Emergency contacts including the details of the nominated EBA contact person(s), responsibilities and 24-hour contacts.

- External contact details.

The maintenance of emergency services during construction is provided through Section 4.6 the CTMP. Section 7.2 of the CTMP sets out the response procedures and appropriate communication in relation to a traffic incident or emergency.

Official Information Act and Privacy Act

The Official Information Act (OIA) allows people in New Zealand to have access to information held by government agencies, including Auckland Transport. Any requests for information on EB2/EB3R will be directed to the AT LGOIMA team at ATOfficialinformation@at.govt.nz for a formal response. AT will acknowledge requests as soon as possible and will communicate decisions about requests within 20 working days.

General Notification Periods and Implementation programme

The table below summarises the community and stakeholder notification periods in relation to different activities:

ISC criteria Sta-1 – ABL1.1 - MS1.1b

Table 8 Notification requirements

Activity	Who will be notified	Channel	Notification Timing
General Construction	Relevant community members	Written notification	A minimum of one week for any activity to impact on a member of community Monthly project updates will be distributed to stakeholders
Signage	Community/ Public	Signs, VMS and noticeboards	Signage will be erected 30 days prior to work commencing on site
Emergency Works	Adjacent properties	Written notification and/ or door knocking	As required to mitigate emergency
Traffic and Access (including road closures)	Motorists and transport stakeholders	Email - traffic notice update Social media	A minimum of one week
Night Works	Local residents	Email, letter	A minimum of one week

Key Messages and Q & As

EBA maintains a live document outlining the frequently asked questions and responses. This document is updated regularly and is available for internal use for continuity of key messages and responding to community queries.

Implementation

EBA Customer and Community Lead will work closely with the EB2/EB3R delivery team to monitor design and construction activity and identify matters that may impact on stakeholders, affected parties and communities within proximity to EB2/EB3R. The following sections identify approaches that will be implemented to enable early engagement opportunity and ongoing monitoring.

Key Dates and Issues

Key dates and issues will be updated in the CCP as during detailed design and construction. The CEMP will support the CPP and reference similar details, with additional information on construction methodology and environmental aspects.

Detailed Implementation Tasks

Design and construction detailed implementation tasks will be updated in the CCP as the detailed design progresses. The CEMP will support the CPP and reference similar details, with additional information on construction methodology and environmental aspects.

Focus will be on extracting and understanding existing information, introducing the EBA to various forums and stakeholders, making a plan for the way forward and getting that engagement approach approved.

Monitoring and Evaluation

ISC criteria Sta-1 - DL1.1 - MS1.1b

Ongoing monitoring and evaluation is required to review the effectiveness of EB2/EB3R's engagement, mitigation measures and social impacts as well as the implementation of the CCP. Monitoring will also be used to support the ISC credits.

Monitoring will evaluate EB2/EB3R's performance against the engagement objectives outlined in Section 1.1.2 and include:

- Independently managed community sentiment surveys to monitor public feedback on engagement and construction processes, experience of impacts, effectiveness of mitigation and additional steps the community would like to see. These will assist with continuous improvement of EB2/EB3R's engagement methods and responses. Surveys will be undertaken and publicly reported on at least once during the design phase, and at least annually during construction. The report will include a response from EBA on what can be done, and what cannot be done supported by clear explanation
- Feedback from stakeholders and partners, measured through meeting minutes and a stakeholder sentiment survey conducted at least once during the design phase, and at least annually during construction
- Attendance or review of minutes from consultation events to monitor social impacts.
- Review of feedback, public enquiries and complaints raised by affected parties for an annual report
- Status of enquiries, complaints and other correspondence as part of monthly reporting.
- Evaluation of the effectiveness of CCP processes, practices and tools
- Reporting, circulation and discussion of feedback with EB2/EB3R team and PAB, and co-ordination and facilitation of responses.

Development Response ‘Thriving Communities’

The EBA and AT acknowledge that construction of major infrastructure projects like the Eastern Busway in a constrained urban environment can cause disruption for local businesses, residents and communities. It is challenging to ensure the area remains a viable business centre, a comfortable and attractive residential suburb and a thriving local community during years of disruption, change and construction.

The EBA will implement a development response approach (known as ‘Thriving Communities’) that seeks to prepare the community, mitigate and offset project impacts, and enhance AT and EBA’s relationships with affected communities.

The Thriving Communities plan will build on Auckland Council’s Development Response Manual and the work undertaken by Eastern Busway 1. It will include a package of coordinated development response initiatives, targeted to meet the needs of local communities and businesses, that will require a dedicated budget and an evaluation framework to measure the ongoing impacts.

While the main focus of the initiatives will be to prepare for and alleviate the impacts of construction, we will also develop approaches to help support the community through the site investigations, enabling works and deconstruction phases – to build community goodwill ahead of construction.

Initiatives have been developed by a cross-Alliance working group, and informed by input from stakeholders and partners. Community input throughout EB2/EB3R will be used to refine and update this over time. The proposed Thriving Communities scope includes a combination of:

- ‘Good neighbour’ activities that acknowledge and mitigate impact on nearby communities (over and above the mitigation required under consent conditions and the Public Works Act)
- A school engagement programme to involve school communities in EB2/EB3R
- Efforts to build partnerships and achieve lasting outcomes with community groups, such as volunteer days, collaborations on art and design projects or similar. These would also support our International Sustainability Council outcomes and ratings
- A series of community events to engage with the community and foster relationships. These could also include a number of stream/wetlands clean up days in partnership with Mana Whenua and other significant groups
- A measurement framework to monitor our impact and report on outcomes.

These initiatives are over and above the good practice construction and procurement methodologies that are already being developed by the EBA. There are also a number of key accommodation works being proposed for specific sites and sensitive receivers.

Appendix A – Notification to Tenants Communications Plan

1. Introduction and purpose

Early works to prepare for construction of the Eastern Busway from Pakuranga Town Centre to Riverhills Park (EB2 & EB3R) are scheduled to begin in **(date to be confirmed)**. Tenants occupying/living in Auckland Council owned properties along the route need to be given advance notice that the properties they live in will soon be required by the Eastern Busway Alliance (EBA) construction team for removal or deconstruction, and their lease/tenancy agreement will therefore be terminated ahead of this. Residents who live in neighbouring properties also need to receive appropriate communications on the deconstruction process, timing and support available.

Not all Auckland Council owned properties are required immediately, and formal notice will be provided in tranches. Two letters will be provided to tenants – the first to provide an early warning and likely indication of when the property is to be required (i.e. second half of 2022 or first half of 2023). The second will be the formal letter providing the confirmed notice requirement for the termination of the lease / residential agreement. Both letters will be drafted by the EBA and distributed by Eke Panuku. Given the different terms in the residential and commercial property agreements, slightly different letters will be needed for residential / commercial tenants.

A joint approach between the EBA, Eke Panuku and Auckland Transport (AT) will be taken to notify tenants and their neighbours. This plan outlines the goals, methods, process and timing for communications.

1.1. Context and considerations

- Residential tenants should be aware that their property is located on a future development site – there is a term in their lease to this effect, and they will have been contacted as part of the EBA's Social Impact Assessment process. However, some may still be surprised and likely upset – EBA need to provide as much early warning and support as we can.
- Commercial tenants may not have any awareness that their property is required for the Eastern Busway construction and operation, and may not have had any communications for some years. Despite being on a periodic lease, they are likely to be surprised and some will be upset. We need to provide as much early warning and support as possible, and Eke Panuku will call them to follow-up on the letter.
- Formal notice requirements for tenants is 90 days minimum (plus 3 days postage, plus 7 days early warning), but EBA will aim to provide earlier advance updates prior to this.
- EBA will commence providing early warning to tenants in Q2 2022.
- Neighbours may not be aware of the upcoming Eastern Busway construction at all – again EBA will need to implement early and well-coordinated communications.
- The construction programme and timing has yet to be finalised and is subject to a range of contingencies, such as consenting, scope of Howick Loop Main upgrades etc.
- There is a shortage of housing in Auckland, and tenants may have difficulty finding appropriate alternative accommodation, especially if there is a large influx of people looking for rentals at around the same time – EBA will consider providing support where possible with as much forward notice as possible.
- Lease/Tenancy Agreement terminations will be highly visible and potentially political – it is important to have appropriate mitigations in place, as outlined below.
- The EBA has relationships with a range of agencies in the area that could provide some level of support, e.g. Pakuranga Citizen's Advice Bureau, Pakuranga Counselling Service, local schools, places of worship, real estate agencies and the Howick Local Board.

- The Thriving Communities Plan (outlined below) includes a range of support mechanisms for tenants and neighbours.

1.1. Goals and objectives

Provide tenants and neighbours with timely and appropriate notice

Provide clear rationale and background information, and answer questions promptly

Provide appropriate support to help tenants find and move into a new property

Maintain constructive relationships with affected tenants and neighbours throughout

Maintain EBA, Eke Panuku and AT's reputation by being thorough, professional, transparent and innovative.

2. Thriving Communities

The EBA has a development response approach known as Thriving Communities that seeks to prepare the community for construction, mitigate and offset project impacts, and enhance AT and EBA's relationships and reputation within affected communities.

Activities and support that may be specifically relevant to affected tenants and neighbours could include:

- Connecting tenants with agencies that may be able to assist in finding and relocating to a new property – negotiate a bulk-price deal for a house moving truck through Hirepool to reduce costs to tenants (tenants can receive a 20% discount by using the code 'Easternbusway'), EBA to buy a few hundred house moving boxes that we ask tenants to return when they're done so we can re-use, build relationships with local real estate agents, talk to schools, connect tenants to the CAB service, etc.
- Providing additional security to minimise the risks of anti-social behaviour in and around empty tenancies – fencing, graffiti removal, security presence etc.
- Mental health and well-being support – funded support provided through Pakuranga Counselling Service
- Supporting the neighbours who will remain in their properties during de-construction and construction – a budget per property to assist on an as needed basis with things like house cleaning, ear plugs, respite accommodation, meal and supermarket vouchers etc.
- Dust and noise mitigation – as part of consent conditions and construction good practice
- Communication open days and events – drop-in sessions at the Reeves Road site office for people to come and discuss concerns and access support as required.
- A small emergency budget per affected tenancy, to be used on an as needed basis to assist with things like providing temporary storage, removal of property, emergency accommodation etc.

Process overview

An action plan for community and stakeholder and notification has been outlined in Table 1. Potential risks and control measures have been outlined in Table 2.

- The programme of notification will be coordinated with the approved construction programme
- Tenants will be provided with an indication of approximate timing in late April / early May
- Tenants will receive a minimum of 100 days (90 days plus 3 days postage, plus 7 days early warning) formal notice via Eke Panuku once the programme is confirmed
- Neighbours will be provided with high level information at the same time / shortly after formal notice has been provided
- Partners, key stakeholders and support networks will be informed about the notifications before they are sent
- Drop-in sessions available for tenants and neighbours to ask questions and discuss, receive further advice.

Table 1. Action plan for community and stakeholder notification

What	When	How	Who
Inform partners and key stakeholders of indicative programme and comms plan	Before advance 'heads up' letters are sent – w/c 2 May	Email and/or meeting between partner/stakeholder and Alliance	Alliance Customer & Community team
Inform support networks: <ul style="list-style-type: none"> • CAB • Pakuranga Counselling Centre • Places of worship and Community Champions 	Before advance 'heads up' letters are sent – w/c 2 May	Email and/or meeting between network and Alliance	Alliance Customer & Community team
Initial 'heads up' letter from EBA informing tenants of what to expect (refer to appendix 1)	Week commencing 2 May	Letter drafted by Alliance, sent by Eke Panuku	Alliance Customer & Community team Eke Panuku
Formal notice – letter sent to tenants	DATE NEEDED – 100 days before required date	Letter drafted by Alliance Letter printed and sent by Panuku	Alliance Customer & Community team Panuku
Notification to neighbours – letter	DATE NEEDED – same time as formal notice above	Letter drafted and sent by Alliance	Alliance Customer & Community team
Door knocking / Drop-in sessions for neighbours	When formal notices have been sent		

Table 2. Risk and mitigation measures

Risk	Mitigation
Influx of renters into the market at the same time	Notification will be staged to reduce the number of renters looking for a new property at the same time.
Reputation risk to AT and EBA due to asking people to move out during a housing crisis	<ul style="list-style-type: none"> • Provide as much notice as possible • Investigate potential support avenues • Thriving Communities opportunities as above
Neighbourhood concerns – security, anti-social behaviour, removal / deconstruction process creating issues such as	<ul style="list-style-type: none"> • Inform neighbours of changes • Inform neighbours who need to carry out a property condition survey • Provide contact details, fencing, security, informative signage

dust, noise, asbestos management, property damage etc.	<ul style="list-style-type: none"> • Carry out appropriate pre-works assessments • Thriving Communities opportunities as above
Sustainability / waste of materials	<ul style="list-style-type: none"> • Re-use of materials where possible • Donate to charity where possible e.g. kitchen appliances

Roles & responsibilities

- Eke Panuku
 - engagement with tenants, distribution of notices, management of queries
- EBA
 - engagement with partners and stakeholders
 - engagement with neighbours
 - provide draft letters for tenants for Eke Panuku to distribute
- Auckland Transport / Auckland Council
 - respond to media queries