

**BC HYDRO SITE C CLEAN ENERGY PROJECT**

**GENERATING STATION AND SPILLWAYS CIVIL WORKS CONTRACT**

for the Site C Clean Energy Project

***Schedule 9***

***Communications Roles***

**GENERATING STATION AND SPILLWAYS CIVIL WORKS CONTRACT**

**SCHEDULE 9**

**COMMUNICATIONS ROLES**

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# GENERATING STATION AND SPILLWAYS CIVIL WORKS CONTRACT

## SCHEDULE 9

### COMMUNICATIONS ROLES

#### 1 INTERPRETATION

##### 1.1 Definitions

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

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

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

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

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

#### 2 CONTRACTOR'S COMMUNICATIONS REPRESENTATIVE

The Contractor will appoint an individual (the “**Communications Manager**”) to fulfill the Contractor's communications obligations relating to community relations, public consultation and media relations set out and described in this Schedule 9 [Communications Roles]. The Contractor will cause the Communications Manager to work with the other Contractor Persons, including construction managers, to provide BC Hydro and the public with concise, accurate and understandable information.

The Communications Manager is a Key Individual and is required to be experienced in the field of communications, community relations, public consultation and media relations and to have experience with respect to community relations, public consultation and media relations on large complex projects similar to the Work.

##### 2.1 Role of Communications Manager

The Contractor will require the Communications Manager to:

- (a) notify Hydro's Representative of any Work interruption not less than 72 hours in advance of the event or activity;
- (b) meet with Hydro's Representative, at the frequency directed by BC Hydro, to provide construction information, and share information about Work issues to the extent those issues may affect the public, and to check for consistency with BC Hydro's overall strategic approach and key messages;
- (c) supply all information related to Work that may affect the public to Hydro's Representative for acceptance at the meetings described in Section 2.1(b) of this Schedule 9 [Communications Roles] before it is released;

- (d) attend community relations meetings and other public communications forums concerning the Work as required by BC Hydro;
- (e) manage a communications register that records and tracks all external/public inquiries and responses and provide this once per week to Hydro's Representative For Information Only; and
- (f) forward accurate and timely information to Hydro's Representative so that BC Hydro may operate a public information phone line to respond to construction-related inquiries from the public.

### **3 CATEGORIES OF COMMUNICATION**

The following are the communication categories for the Work:

- (a) community relations: which involves building relationships with the public and keeping the public informed through on-going two-way communication and regular reporting concerning overall and specific work information and developments, and includes attending public meetings and dealing with inquiries from the public, providing work updates and problem solving on issues as they arise. Community relations excludes public consultation;
- (b) public consultation: which involves gathering and receiving public input on the nature of the Work at the Site and considerations as they relate to interfaces with the public; and
- (c) media relations: which involves providing the media with progress reports and updates on the Work and responding to issues raised by the media as they arise.

### **4 GENERAL**

#### **4.1 Desired Outcome**

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

### **5 CONSTRUCTION COMMUNICATIONS PLAN**

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

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

### **6 ROLES**

#### **6.1 BC Hydro to Lead**

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

## 6.2 Contractor to Support

The Contractor will, at no extra cost or expense to BC Hydro, take the support role in implementing the requirements of this Schedule 9 [Communications Roles].

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

## 6.3 Communication Methods and Minimum Requirements – Work

The Supporting Role Construction Communications Plan will set out the Contractor's implementation of its obligations set out below. Each reference to time of day in this Section 6.3 will be deemed to be a reference to local time in Fort St. John, British Columbia.

Communication Tools	BC Hydro Requirements	Response time
Public Information Phone Line	<p><b>Category:</b> Urgent call regarding safety-related incidents or environmental emergencies.</p> <p><b>Process:</b> The Contractor will promptly notify BC Hydro of any calls received by the Contractor and coordinate a response with BC Hydro.</p> <p>If BC Hydro notifies the Contractor of an urgent call regarding safety-related incidents or environmental emergencies the Contractor will coordinate a response with BC Hydro.</p> <p><b>Contractor's Responsibility:</b> To provide a contact person to: (i) notify BC Hydro of received calls; (ii) discuss/collaborate on responses to calls with BC Hydro; and (iii) provide a written response to BC Hydro about any issues. BC Hydro will review/modify the written response, and either the Contractor or BC Hydro will provide the final response at BC Hydro's discretion.</p>	

Communication Tools	BC Hydro Requirements	Response time
Public Information Phone Line	<p><b>Category:</b> A media or urgent public or stakeholder call.</p> <p><b>Process:</b> The Contractor will promptly notify BC Hydro of any calls received by the Contractor and coordinate a response with BC Hydro.</p> <p>If BC Hydro notifies the Contractor of a media or urgent public or stakeholder call the Contractor will coordinate a response with BC Hydro.</p> <p><b>Contractor's Responsibility:</b> To provide a contact person to: (i) notify BC Hydro of received calls; (ii) discuss/collaborate on responses to calls with BC Hydro; and (iii) provide a written response (interim or holding key messages) to BC Hydro about any issues. BC Hydro will then work with the Contractor to review/modify the written response, and either the Contractor or BC Hydro will provide the final key message response at BC Hydro's discretion.</p>	
Public Information Phone Line	<p><b>Category:</b> A day-to-day call about the Work, such as number of people working, current major Work activities, and similar information.</p> <p><b>Process:</b> The Contractor will promptly notify BC Hydro of any calls received by the Contractor and coordinate a response with BC Hydro.</p> <p>If BC Hydro notifies the Contractor of a day-to-day call about the Work the Contractor will coordinate a response with BC Hydro.</p> <p><b>Contractor's Responsibility:</b> To provide a contact person to: (i) discuss/collaborate on the responses to calls; and (ii) provide a written response to BC Hydro about any issues. BC Hydro will review/modify the written response, and either the Contractor or BC Hydro will provide the final response at BC Hydro's discretion.</p>	
Communications Register	<p><b>Category:</b> Weekly communications register that records and tracks all external/public inquiries received by the Contractor.</p> <p><b>Process:</b> Record and track all external/public inquiries received by the Contractor.</p> <p><b>Contractor's Responsibility:</b> To provide a written communications register that records and tracks all external/public inquiries received by the Contractor, including status of inquiry, actions and/or responses or requirements for follow-up where provided at BC Hydro's direction.</p>	

Communication Tools	BC Hydro Requirements	Response time
E-mail Notification	<p><b>Category:</b> There will be scheduled public e-mail notifications on Project information approximately every two weeks, or as identified by BC Hydro, to provide updates on Project activities as needed.</p> <p><b>Process:</b> BC Hydro will proactively issue notification e-mails about Work information (approximately every two weeks).</p> <p><b>Contractor's Responsibility:</b> Upon request from BC Hydro, to provide a written response to BC Hydro information requests. BC Hydro will use/modify the Contractor's written responses in support of BC Hydro's obligation to proactively issue notification e-mails about the Work.</p>	
E-mail Response	<p><b>Category:</b> Response regarding media or urgent public issue.</p> <p><b>Process:</b> BC Hydro will receive, issue and maintain all e-mail correspondence and notifications to the public with Work information, including emails from media, stakeholders or the public. If the Contractor receives an e-mail from media, stakeholders or the public regarding media or urgent public issues it will provide the e-mail to BC Hydro for review and discussion.</p> <p><b>Contractor's Responsibility:</b> To provide a contact person to discuss/collaborate on the issue with BC Hydro and then provide a written response to BC Hydro about the issue; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the e-mail.</p>	
E-mail Response	<p><b>Category:</b> Response regarding a general e-mail from media or regarding a non-urgent public issue.</p> <p><b>Process:</b> BC Hydro will receive, issue and maintain all e-mail correspondence and notifications to the public and media with Work information. If the Contractor receives a general e-mail, it will provide the e-mail to BC Hydro for review and discussion.</p> <p><b>Contractor's Responsibility:</b> To provide a contact person to discuss the issue with BC Hydro and then provide a written response to BC Hydro about the issue; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the e-mail.</p>	
Direct Mail	<p><b>Category:</b> Direct mail may occur approximately quarterly and provide general Project information and updates.</p> <p><b>Process:</b> BC Hydro will describe Project/Work and update the public as needed.</p> <p><b>Contractor's Responsibility:</b> To provide a written response to BC Hydro in response to information requests; BC Hydro will then use/modify the written response in support of BC Hydro's direct mail piece. The Contractor will provide support to BC Hydro for direct mail communications targeted at local audiences in the vicinity of the Project, at BC Hydro's request.</p>	

Communication Tools	BC Hydro Requirements	Response time
Advertising	<p><b>Category:</b> There will be scheduled advertisements on Project information along with possible broader BC Hydro corporate advertising.</p> <p><b>Process:</b> BC Hydro will develop and issue the advertisements.</p> <p><b>Contractor's Responsibility:</b> To provide a written response to BC Hydro's requests concerning its advertisement design and content; BC Hydro will then use/modify the written response in support of BC Hydro's advertisement.</p>	
Website	<p><b>Category:</b> Updates to the Site C Project Website (www.sitecproject.com) on the Work will be as needed.</p> <p><b>Process:</b> Project Website to be maintained by BC Hydro.</p> <p><b>Contractor's Responsibility:</b> To provide written materials and Work pictures to BC Hydro for these updates.</p>	
Work Information Updates / Community Notices	<p><b>Category:</b> Public notices for Work activities or general updates about the status of Work.</p> <p><b>Process:</b> BC Hydro will be the lead on all public/media releases, and will distribute them.</p> <p><b>Contractor's Responsibility:</b> To provide written information to BC Hydro for public release; BC Hydro will then use/modify the written information in support of BC Hydro's obligation to issue the public notification. To advise BC Hydro of any required public notices for scheduled Work activities and submit such notices to Hydro's Representative.</p>	
Media Releases	<p><b>Category:</b> Incident management issues which require immediate issuance of media release.</p> <p><b>Process:</b> BC Hydro will issue and be the lead on all media releases. The Contractor will work with BC Hydro for incident management issues which require immediate issuance of media release.</p> <p><b>Contractor's Responsibility:</b> Provide BC Hydro with a person to contact and an emergency number to discuss/collaborate on the issue and to provide written information to BC Hydro for the news release; BC Hydro will then use/modify the written information in support of BC Hydro's obligation to issue the news release. BC Hydro will distribute the news release.</p>	
Media Interviews	<p><b>Category:</b> Request from media for an interview.</p> <p><b>Process:</b> BC Hydro will identify appropriate lead for interview. In the event a spokesperson is required, BC Hydro will determine the spokesperson.</p> <p><b>Contractor's Responsibility:</b> To provide a spokesperson, acceptable to BC Hydro acting reasonably, for media interviews at BC Hydro's request, and a communications lead to support the BC Hydro spokesperson as reasonably requested by BC Hydro. All media inquiries are to be forwarded to BC Hydro to coordinate response. The Contractor is not to respond to the media without BC Hydro's permission.</p>	

Communication Tools	BC Hydro Requirements	Response time
Community Off-site Open House	<p><b>Category:</b> An open house for the community will be held annually, or on such other schedule as determined by BC Hydro.</p> <p><b>Process:</b> BC Hydro and the Contractor will profile the Project and its components, including the Work through community open houses. This is an opportunity for the community to see Project evolution through pictures, maps, diagrams, and presentations. This “off-site” open house will allow the community to continue to learn and follow the Project by talking to discipline experts. It may also serve as a recruitment tool for prospective workers on the Project.</p> <p><b>Contractor’s Responsibility:</b> As required by the Construction Communications Plan. Communications Manager to provide text, graphics and other support materials for the event. The Contractor to provide representatives, including appropriate discipline experts, at the open house, as requested by BC Hydro.</p>	
Regional Community Liaison Committee	<p><b>Category:</b> Regional Community Liaison Committee to receive regular updates on the Work and bring forward community issues for discussion.</p> <p><b>Process:</b> BC Hydro has established a Regional Community Liaison Committee for the Project. The Contractor will attend the Regional Community Liaison Committee meetings with BC Hydro, which could include monthly or quarterly meetings.</p> <p><b>Contractor’s Responsibility:</b> As required by the Construction Communications Plan. Communications Manager to participate in planning and support and provide information, staff and resources as reasonably requested by BC Hydro.</p>	
General Public Meetings	<p><b>Category:</b> Meetings to present current Work activity information and identify and minimize Work activity impacts. The types of meetings include Rotary, Chamber of Commerce, City Council, and public groups.</p> <p><b>Process:</b> BC Hydro will maintain ongoing relationships with the public and attend general public meetings. The Contractor must attend such meetings with BC Hydro. BC Hydro anticipates the Contractor will attend about 6 meetings per year, but dependent on issues, attendance at more meetings, proactive public engagement and further support and resources may be required as determined by BC Hydro.</p> <p><b>Contractor’s Responsibility:</b> As required by the Construction Communications Plan. Communications Manager to participate in, and provide support for, general public meetings and provide information in support of general public meetings upon request from BC Hydro.</p>	

Communication Tools	BC Hydro Requirements	Response time
Aboriginal group meetings	<p><b>Category:</b> Meetings with Aboriginal groups, including Chief and Council meetings and community meetings, to present current Work activity information, bring forward community issues for discussion, and identify and minimize Work activity impacts.</p> <p><b>Process:</b> BC Hydro will maintain ongoing relationships with the Aboriginal groups. The Contractor must attend and provide support for such meetings at the request of BC Hydro. BC Hydro anticipates the Contractor will attend about 6 meetings per year, but dependent on issues, attendance at more meetings may be required as determined by BC Hydro.</p> <p><b>Contractor's Responsibility:</b> Communications Manager to participate in, and provide support to BC Hydro in respect of, meetings with Aboriginal groups and provide information in support of meetings with Aboriginal groups upon request from BC Hydro.</p>	
Video (HD quality) and High-Quality Photos	<p><b>Category:</b> Requirement for video footage of the Work and photographs of the Work.</p> <p><b>Process:</b> The Contractor to take a high-definition video clip of the Work at appropriate intervals (daily, weekly or monthly, as appropriate to record the progress of the different parts of the Work). The Contractor also will take an average of 25 to 50 high-quality photographs per month capturing all key elements of the Work.</p> <p><b>Contractor's Responsibility:</b> To produce and provide BC Hydro: (i) high-definition video footage on DVD/CDR of the Work; and (ii) high-quality photographs of the Work.</p>	
Public Displays	<p><b>Category:</b> Public displays will be created for the Site C Community Office.</p> <p><b>Process:</b> BC Hydro will develop public displays that describe the Work. The displays will be updated as needed.</p> <p><b>Contractor's Responsibility:</b> To provide a contact person to discuss/collaborate on the content and then provide a written response to BC Hydro. BC Hydro will then use/modify the written response to develop the public displays and the Contractor will print/develop the displays and place them at the Site.</p>	
Business Liaison	<p><b>Category:</b> update businesses on status of the Work and provide information on future business opportunities related to the Work.</p> <p><b>Process:</b> BC Hydro has developed a directory of interested businesses. BC Hydro will continue to conduct information sessions as needed. Where required by BC Hydro, the Contractor will plan, support and attend regional and Aboriginal business networking session(s).</p>	

Communication Tools	BC Hydro Requirements	Response time
	<p><b>Contractor's Responsibility:</b> To provide a contact person to discuss/collaborate on updates. Communications Manager to participate in planning and support of business networking sessions and updates. Upon request, the Contractor will lead the planning of business networking sessions in the region.</p>	

## 7 COMMUNITY RELATIONS AND PUBLIC CONSULTATION

### 7.1 Community Relations

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

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

### 7.2 Regional Community Liaison Committee

The Contractor will participate in a supporting role, with the Regional Community Liaison Committee, as follows:

- (a) BC Hydro has established a regional community liaison committee for the Project (the "**Regional Community Liaison Committee**") and has established terms of reference for the Regional Community Liaison Committee that include procedures for membership, roles and responsibilities of Regional Community Liaison Committee members, regular reporting, review of mitigation and follow-up programs, and other topics. The current terms of reference for the Regional Community Liaison Committee are included in the Data Room (Data Room ID# 1016.REF.00967). BC Hydro and the Regional Community Liaison Committee may from time-to-time agree to modify the terms of reference for the Regional Community Liaison Committee.

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

### 7.3 Public Consultation

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

- (a) providing a contact to take public inquiries, relay inquiries to BC Hydro and assisting BC Hydro in its responses to those inquiries;
- (b) providing information for public and stakeholder Site interpretive displays/wayward signage, so that BC Hydro and the Contractor can design the map/diagrams/words to BC Hydro's corporate standards. The Contractor will print/develop the displays and then place them at the Site;
- (c) attending, with representatives of BC Hydro, public meetings, other small or large group meetings, municipal council and local government presentations, Aboriginal group meetings, and such other meetings as BC Hydro deems necessary or desirable;
- (d) providing personnel (i.e., Communications Manager) experienced in making public consultation presentations in a support role;
- (e) performing the Work in compliance with the Supporting Role Construction Communications Plan; and
- (f) revising and submitting to Hydro's Representative for Review an updated Supporting Role Construction Communication Plan as required to reflect any changes to the Work, and in any event annually. The Contractor will not implement any proposed revisions or updates to the Supporting Role Construction Communication Plan until the applicable revisions or updates have been submitted for Review and returned with an endorsement confirming that BC Hydro has no objection to the proposed revisions or updates in accordance with Schedule 5 [Submittals Procedure].

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

## **8 MEDIA RELATIONS**

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

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