

Rampion 2 Wind Farm

Category 8: Examination Documents

Outline Construction Communications Plan

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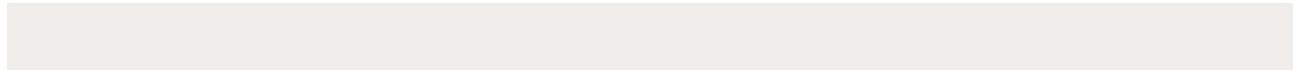
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1. Introduction

- 1.1.1 This outline Construction Communications Plan (CCP) sets out the overarching communications plan for construction of the Project, outlining The Applicant's commitments with regards to the communication methods and materials which will be employed to reach and inform communities local to the Rampion 2 project, who may have an interest in the construction plans.
- 1.1.2 The outline CCP has been produced as a standalone document for submission and approval under Requirement 34 of the draft DCO. This is part of a suite of plans supporting onshore construction works for Rampion 2.

2. Scope of the Rampion 2 Project

- 2.1.1 Rampion Extension Development Limited (hereafter referred to as 'RED') (the Applicant) is developing the Rampion 2 Offshore Wind Farm Project (Rampion 2) located adjacent to the existing Rampion Offshore Wind Farm Project ('Rampion 1') in the English Channel.
- 2.1.2 Rampion 2 will be located between 13km and 26km from the Sussex Coast in the English Channel and the offshore array area will occupy an area of approximately 160km². The key offshore elements of the Proposed Development will be as follows:
- up to 90 offshore wind turbine generators (WTGs) and associated foundations;
 - blade tip of the WTGs will be up to 325m above Lowest Astronomical Tide (LAT) and will have a 22m minimum air gap above Mean High Water Springs (MHWS);
 - inter-array cables connecting the WTGs to up to three offshore substations;
 - up to two offshore interconnector export cables between the offshore substations;
 - up to four offshore export cables each in its own trench, which will be buried under the seabed within the final cable corridor;
 - the export cable circuits will be High Voltage Alternating Current (HVAC), with a voltage of up to 275kV.
- 2.1.3 The key onshore elements of the Proposed Development will be as follows:
- a single landfall site near Climping, Arun District, connecting offshore and onshore cables using Horizontal Directional Drilling (HDD) installation techniques;
 - buried onshore cables in a single corridor for the maximum route length of up to 38.8km using:
 - ▶ trenching and backfilling installation techniques; and
 - ▶ trenchless and open cut crossings.
 - a new onshore substation, proposed near Cowfold, Horsham District, that will connect to an extension to the existing National Grid Bolney substation, Mid Sussex, via buried onshore cables; and
 - extension to and additional infrastructure at the existing National Grid Bolney substation, Mid Sussex District to connect Rampion 2 to the national grid electrical network.
- 2.1.4 A full description of the Proposed Development is provided in **Chapter 4: The Proposed Development, Volume 2** of the ES [APP-045].

3. Objectives of the Construction Communications Plan

- 3.1.1 Addressing stakeholder concerns will become a greater priority than ever during the construction phase, to maximise awareness and reduce impacts and inconvenience to the wider community.
- 3.1.2 The objective of the CCP is to utilise a range of communication methods and materials to inform local communities and target audiences of construction details for the Rampion 2 Offshore Wind Farm, both on- and offshore, to build upon the relations which already exist with local communities and other interested parties, and to ensure that construction is undertaken in a way that is as sensitive as possible to the needs of local communities.
- 3.1.3 The CCP aims to place particular emphasis on communicating:
- openly, regularly and transparently;
 - to reach the broad residential and business community, interested parties and those using public and private transport;
 - what, where and when to expect construction works;
 - planned mitigations and any residual impacts;
 - any steps which may be made to adapt the construction works to accommodate community concerns; and
 - an easily accessible enquiry and complaints procedure.
- 3.1.4 This is all set within The Applicant's overarching objective of keeping their workforce, other sea users, businesses, residents and visitors to the local area, safe and appropriately informed for the duration of construction.

4. Communication methods to reach local communities and target audiences

4.1.1 Given the 38.8km length of the onshore cable route, it will be split into a number of stages post-consent, so that construction and associated communications can be more effectively managed.

4.1.2 The Applicant will utilise a wide range of communication methods to meet the objectives of the CCP, which will be delivered by the dedicated Rampion 2 Stakeholder & Communications Manager:

- Comprehensive information available on the Rampion 2 project website, to include all the communication materials described in Section 5 of this document, and provide regular construction updates for both the onshore and offshore elements of the project.
- Publication of a Rampion 2 Newsletter two or three times a year, to review the latest construction activities and inform of upcoming activities, made available on the Project website and issued to key stakeholders and those who have requested to be kept informed.
- Email alerts issued to key stakeholders and those who have signed up to be kept informed, at key milestones during the construction, e.g. just prior to commencement of construction for each onshore stage and key phases of offshore construction, e.g. first foundation, first turbine, array and export cable campaigns.
- Information and publications shared with partner websites and journals, such as local authorities, parish councils and stakeholder organisations e.g. community, environmental, Public Right of Way (PRoW), business and sea user organisations.
- Targeted door-to-door communications to those residents immediately local to construction activity, e.g. those local to the onshore substation, cable route, construction compounds or along key access and HGV routes.
- Stakeholder presentations and meeting attendance at local authorities and parish councils, community and interest groups e.g. business, environmental, sea users and community groups and associations.
- Regular updates to the five Rampion 2 Project Liaison Groups (PLGs) for Onshore Community, Offshore Community, Business & Tourism, PRoW and Sea User interests – designed to act as a conduit for information dissemination to a wider audience, with meetings being scheduled to coincide with the start of new phases of construction.
- Regular updates to the residential community local to the onshore substation via meetings of a Local Liaison Group (LLG) (to be established post-consent

and prior to any works being undertaken), to have representation from local parish councils, West Sussex County Council and key local business and community organisations.

- Provision of a point of contact to act as a Rampion 2 representative on the onshore substation construction site, who will also send out regular updates to the LLG members for further dissemination to the local community.
- Regular updates to the five existing Fishing Working Groups (FWGs) via regular meetings, the frequency of which will be set out in the Fishing Liaison and Coexistence Plan.
- Regular Notices to Mariners and email alerts to ports, fishers and vessel owners.
- Appointment of a Diving Liaison Officer to support communications to Diving Clubs on the Sussex coast in accordance with a Diver Mitigation Plan.
- Regular communication updates to prospective local suppliers of products and services who have registered on our Supplier Engagement Platform or attended Supplier Engagement Events, regarding lead contractors appointed by Rampion 2.
- Construction Launch Stakeholder Event, to communicate detailed construction plans to key stakeholder organisations.
- Construction Information Events at various locations near the cable route, to communicate the detailed construction plans to nearby businesses and residents.
- Engagement with parish councils along the cable route, seeking to utilise their community and parish notice boards in advance of the start of each phase of work along the route.
- Engagement with the local and national media to help keep the wider community informed about the Rampion 2 construction plans and progress reports, via the issue of press releases at key milestones, e.g. launch of detailed construction plans, first onshore works, first foundation, first turbine, completion and commissioning.
- Enquiries & Complaints Procedure – see **Sections 7 & 8**.

5. Communication materials

- 5.1.1 In order to effectively communicate and illustrate the Rampion 2 construction plans in an easily understandable form, a range of materials shall be produced, to offer an array of visual aids and levels of detail to support the needs of the wider community.
- 5.1.2 These communications materials will be available from the Project website, at stakeholder events and some will be issued to key stakeholder organisations for wider dissemination to the local community:
- Onshore substation plan, cable route map, offshore wind farm layout chart and the operations base plans and design, once available.
 - Newsletters – new editions at key milestones during the construction process will be posted on the project website and issued to key stakeholders, PLGs, FWGs and the LLG, and those who have signed up to be kept informed.
 - Project Update Presentations used at community and interest group meetings.
 - Photo library of previous construction images combined with the latest Rampion 2 construction images and videos.
 - Construction plans with key construction milestones including forecast start dates and duration, and a short description of the works.
 - A Community Information Sheet available at local and parish council offices, to ensure those living, working or travelling in the vicinity of construction works are aware of:
 - ▶ the channels of communication available to access further information;
 - ▶ tailored communications for each onshore cable route stage (section 9);
 - ▶ further information sources for special interest groups e.g. Public Rights of Way users, fishermen, divers and those with archaeological interests, and / or;
 - ▶ contact details in the event that they wish to make a complaint.

6. Contact details

Address:

Rampion 2 Wind Farm

RWE

Windmill Hill Business Park

Whitehill Way

Swindon

Wiltshire

SN5 6PB

Email: rampion2@rwe.com

Freephone: 0800 2800 886

Website: [REDACTED] including a contact form [REDACTED]
[REDACTED]

7. Complaints Procedure

- 7.1.1 It is recognised that in any major construction project, there may be occasion where a member of the community wishes to make a complaint, for which The Applicant has set out a robust procedure.
- 7.1.2 All enquiries and complaints will be received by a dedicated Rampion 2 Stakeholder & Communications Manager, who will follow the Enquiries & Complaints Procedure in responding to all correspondence.

7.2 Lodging and acknowledging a complaint

- 7.2.1 Should a stakeholder wish to make a complaint during the construction process, they will be able to contact the Freephone hotline staffed by an appointed Communications Agency and complaints may also be lodged via all other communication methods in section 6, above. Details of all complaints, however received, will be directed to the dedicated Rampion 2 Stakeholder & Communications Manager for investigation and response.
- 7.2.2 Complaints should be made within a reasonable period after the event or cause of the complaint occurred.
- 7.2.3 All complaints will be recorded on a Construction Communications Log, with details taken of the complaint and contact details of the complainant. This record will also enable The Applicant to monitor for subsequent compliance checks.

7.3 Investigating a complaint

- 7.3.1 All complaints will be investigated. The scope of the investigation will depend on the nature of the complaint and will include as appropriate:
- Identification of activities with contractors to identify what may have given rise to, or contributed to the complaint;
 - Review of any relevant data (e.g. noise, HGV movements etc.) against limits prescribed in the Order; and
 - Review of relevant management plans and procedures and instructions that form part of the approved Order requirements, e.g. the Construction Noise Management Plan or the Construction Traffic Management Plan.

7.4 Responding to a complaint

- 7.4.1 The Applicant will acknowledge all complaints promptly to assess whether an investigation is required and if so, to set out how the complaint will be investigated and provide a full written response following the investigation.
- 7.4.2 The full response will refer to the conclusion of the investigation and any actions that may have been taken in the event that the complaint was upheld, e.g. liaising

with a contractor to ensure that the issue which led to the complaint has been resolved or minimised, where possible.

- 7.4.3 The Applicant will take responsibility for handling all enquiries and complaints during construction but complainants may also wish to contact the relevant authority and other statutory bodies and will be advised by the Applicant of the respective organisation, e.g. the Marine Maritime Organisation (MMO) for offshore construction or the relevant authority's Environmental Health Officer for onshore noise or air quality complaints etc.

8. General Enquiries

- 8.1.1 Requests for information or clarification of an issue will be regarded as general enquiries rather than complaints, but will still be recorded on the Construction Communications Log.
- 8.1.2 Enquiries can be made via all communication methods including the Freephone hotline, which will be staffed by an appointed Communications Agency, or using all other communication methods and contact points outlined in **Section 6**.
- 8.1.3 The Applicant will acknowledge receipt of an enquiry and provide a full response within a reasonable timeframe, which will depend on the nature of the enquiry and the level of information required to be supplied in response.
- 8.1.4 On rare occasions, information may not be able to be provided due to issues of commercial confidentiality, security or data protection. Where this is the case, The Applicant will provide as much information as possible, and set out the reasons why the information is not available.

9. Onshore Cable Route Stages – Tailored communications

- 9.1.1 Dedicated communications plans or letters for the onshore construction stages shall be produced prior to the commencement of construction of the works to advise of the proposed timetable for construction of these stages and provide tailored construction information for each of the stages.
- 9.1.2 The purpose of these communications is to provide more detailed information to include:
- a map showing the area of the works within a red line boundary;
 - a description of the works;
 - the due start date and duration for the works;
 - the lead contractor's details;
 - a list of potential impacts and activities;
 - the provision of notifications regarding exceptional working hours;
 - mitigations employed; and
 - any communications additional to those set out in the Community Information Sheet.
- 9.1.3 The plans or letters shall be prepared and be available on the Project website in advance of the construction of the respective stage of works, and shall be distributed to the local community, where appropriate, prior to the commencement of the works.

