

HyNet North West

OUTLINE CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN

Appendix 12: Outline Stakeholder Communications Plan

HyNet Carbon Dioxide Pipeline DCO

Planning Act 2008

The Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009 –
Regulations 8(1)(c)

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1. INTRODUCTION

1.1. PURPOSE OF THE DOCUMENT

- 1.1.1. This document has been prepared on behalf of Liverpool Bay CCS Limited ('the Applicant') and relates to an application ('the Application') for a Development Consent Order (DCO) that has been submitted to the Secretary of State (SoS) for Energy Security and Net Zero under Section 37 of the Planning Act 2008 ('the PA 2008'). The Application relates to the Carbon Dioxide (CO₂) pipeline which constitutes the DCO Proposed Development.
- 1.1.2. The DCO Proposed Development will form part of HyNet North West ('the Project'), which is a hydrogen supply and Carbon Capture and Storage ('CCS') Project. The goal of the Project is to reduce carbon dioxide (CO₂) emissions from industry, homes and transport and support economic growth in the North West of England and North Wales. The wider Project is based on the production of low carbon hydrogen from natural gas. It includes the development of a new hydrogen production plant, pipelines, and the creation of CCS infrastructure. CCS prevents CO₂ entering the atmosphere by capturing it, compressing it and transporting it for safe, permanent storage.
- 1.1.3. The DCO Proposed Development is a critical component of the Project which, by facilitating the transportation of carbon dioxide, enables the rest of the Project to be low carbon. The hydrogen production and CO₂ capture and storage elements of the Project do not form part of the DCO Proposed Development and will be delivered under separate consenting processes.
- 1.1.4. A full description of the DCO Proposed Development is detailed in **Chapter 3 – Description of the DCO Proposed Development** of the consolidated Environmental Statement (ES), submitted at Deadline 4 **[REP4-029]**.
- 1.1.5. This Outline Stakeholder Communications Plan will act as a control plan which sets out stakeholder communication requirements for the DCO Proposed Development in accordance with Requirement 5(2)(l) of the draft DCO **[REP4-008]**. It includes the minimum protocols to be followed in implementing measures in accordance with commitments made during the DCO process. A Detailed Stakeholder Communications Plan will be produced by the Applicant in accordance with this outline plan.

2. ROLES AND RESPONSIBILITIES

- 2.1.1. The Outline Stakeholder Communications Plan is a live document, and the monitoring procedures, responsibilities and compliance actions will be updated as appropriate in the Detailed Stakeholder Communications Plan.
- 2.1.2. The Applicant will appoint a public liaison officer (or similarly titled post holder) as a single point of contact for the public to raise concerns or seek information about the DCO Proposed Development.
- 2.1.3. The public liaison officer will work closely with the Construction Contractor to ensure all information is up to date and communicated in a timely manner to interested parties and affected landowners.

3. STAKEHOLDERS

- 3.1.1. A list of stakeholders will be developed and included in the Detailed Stakeholder Communications Plan. The list will include political representatives, council officers, residents, businesses and landowners likely to be impacted by the pipeline installation.
- 3.1.2. Key stakeholders include landowners, tenants, householders, and businesses impacted by the works and council officers and organisations identified as having a direct interest.
- 3.1.3. Key stakeholders will be kept updated as to how construction will affect them.
- 3.1.4. These stakeholders will be communicated with directly, providing relevant and timely information. Key stakeholders will have methods to directly contact the Applicant.
- 3.1.5. Stakeholder champions, who can act as a conduit to help communicate key messages and relay feedback, will be identified and engaged with. For example, local councillors and parish/community councils may be able to help distribute information via their own networks.

4. COMMUNICATIONS TOOLS

- 4.1.1. Given the diverse range of stakeholders, the delivery of communications will be conducted through a wide variety of channels, thereby enabling people to choose the medium that is most accessible and appropriate for them.

4.2. INTERNAL COMMUNICATIONS

- 4.2.1. Keeping internal stakeholders informed, and creating pathways for two-way communication, is essential on a project of this scale. A range of methods to achieve this will be used, including:

- Staff Townhalls
- Progress meetings
- Electronic updates (email and company intranet pages)

4.3. EXTERNAL COMMUNICATIONS

Key stakeholders

- 4.3.1. Key stakeholders include: landowners and people with a land interest in the construction area, other residents and businesses directly affected by the construction works, statutory undertakers, council officers and other technical stakeholders.
- 4.3.2. Key stakeholders will be kept informed of works that could potentially impact them.
- 4.3.3. Communication with key stakeholders will be by letter, email, meetings and phone conversations where appropriate and agreed.
- 4.3.4. Key stakeholders will be given clear channels to contact the Applicant, including a telephone contact available 24 hours a day, 7 days a week.

Political stakeholders

- 4.3.5. Community/parish councils, Cheshire West and Chester Council, Flintshire County Council, local councillors, MPs and MSs have an important role to play in representing their communities and may also wish to pass information regarding construction onto residents.
- 4.3.6. Face to face meetings are an effective way of engaging with political representatives. Meetings facilitate two-way communication, helping to address any issues raised, where required. Community and parish councillors are most effectively kept up to date at their scheduled meetings.
- 4.3.7. Regular bulletins will be issued to update political stakeholders on scheme progress and any construction issues that might impact local residents and businesses, such as road closures.

General public

- 4.3.8. The general public will be kept informed of the overall construction process that may affect a local area throughout the construction period.
- 4.3.9. People near to construction works will be contacted by letter in the first instance. Where appropriate, either email or an alternative or additional means of communication will be used.
- 4.3.10. A dedicated engagement platform will be maintained to inform people about the project, including the objectives, benefits, and timescales. The platform will also be used to provide updates, legal notices, scheme plans etc. and to provide information on any activities that may impact residents and businesses.
- 4.3.11. The local media – newspapers, news websites and radio – provides useful channels of communication. Media releases will be issued covering major milestones in the project, and also used to inform local people of any work that might affect them. While the Applicant has no control over whether or when media releases are published, advertorials within relevant local press can also be used.
- 4.3.12. A public liaison officer will be appointed by the Applicant as a single point of contact for the public to raise concerns with or seek information. Clear lines of escalation within the Applicant's organisation will be in place.

4.4. EMERGENCY OUT OF HOURS CONTACT NUMBER AND EMERGENCY PLANNING.

- 4.4.1. The relevant contact details for emergency out of hours contact number and emergency planning will be publicised prior to construction commencing and using the communication tools as outlined above. Where the Applicant has publicised out-of-hours numbers, it will be ensured these are serviceable numbers that will provide a response.
- 4.4.2. The Applicant has internal procedures in place to communicate urgent messages to staff.
- 4.4.3. Notice boards will display information about the DCO Proposed Development, the start date of works in that area, programme duration, key organisations involved, and point of contact for the public. The information on notice boards can be easily updated.

5. COMPLAINTS PROCEDURE

- 5.1.1. A comprehensive complaints procedure will be developed to ensure that any affected landowner, member of the public, key stakeholder, political stakeholder, or anyone working on the project can raise a query or complaint and have it dealt with quickly, appropriately, and transparently.
- 5.1.2. The mobile phone numbers of named individuals will be made public for emergency contacts.
- 5.1.3. Contact details of named individuals will be made available and publicised for anyone to contact.
- 5.1.4. Each complaint or query will:
- Be acknowledged on receipt;
 - Receive an initial response; and
 - Include a route for escalation if the person submitting the query or complaint is not satisfied with the response.

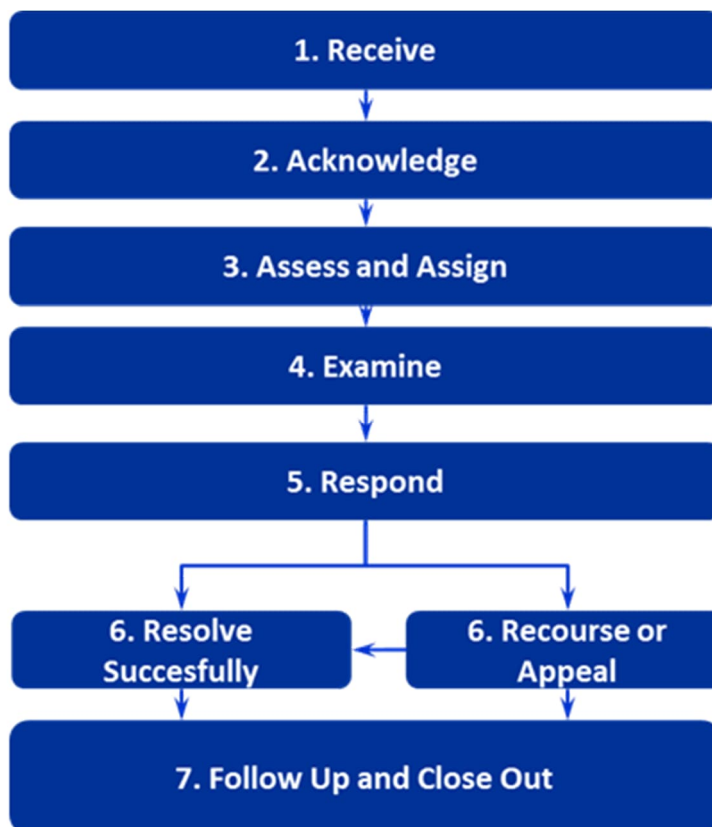


Figure 5.1 - Complaints procedure flow chart

6. SUMMARY

- 6.1.1. This Outline Stakeholder Communications Plan has been produced as part of the suite of measures designed to minimise the impacts of the construction of the DCO Proposed Development. This plan will be developed into a Detailed Stakeholder Communications Plan by the Applicant as sets out stakeholder communication requirements for the DCO Proposed Development in accordance with Requirement 5(2)(l) of the draft DCO **[REP4-008]**.