



Gatwick Airport Northern Runway Project

ES Appendix 5.3.2 Code of Construction Practice – Annex 7
Construction Communications and Engagement Plan

Book 5

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1 Document Purpose

- 1.1.1 This Construction Communications and Engagement Plan (the 'CCEP') outlines the approach for stakeholder communications and engagement during the construction of the Northern Runway Project ('the Project'). This CCEP provides the framework for proactive communication and engagement activities and procedures to ensure accurate and timely communications are provided during the Project's construction.
- 1.1.2 The CCEP describes how GAL will ensure that throughout the construction period, external stakeholders are informed of relevant Project information to manage the potential impacts upon individuals, residents, businesses, workers, and users of the airport.
- 1.1.3 As set out in the **Code of Construction Practice** [\[REP1-021\]](#), a Community Liaison Officer (CLO) will be put in place prior to construction commencing. The CLO will be responsible for implementing the CCEP, working with the Principal Contractor(s), and will be the dedicated contact for liaising with local residents and businesses.

2 Principles of the CCEP

- 2.1.1 A proactive approach will be adopted to communicating and engaging with the local community, groups and other stakeholders during construction. Effective community engagement will be maintained throughout the Project to further develop existing relationships with the communities impacted or potentially impacted by the Project.
- 2.1.2 Reasonable steps will be taken to engage with the local community, particularly focusing on those who may be most affected by construction impacts, including community groups, residents, businesses, and landowners. Prior to the commencement of construction operations, affected communities will be communicated with about the programme of construction operations and how the effects of construction activities will be managed and, where appropriate, mitigated.
- 2.1.3 An enquiry and complaints procedures will be put in place throughout construction of the Project, with further detail on how this is managed and operated contained in Section 7 of this CCEP.

3 Community Relations and Stakeholder Engagement

3.1.1 The CLO will be responsible for implementing the CCEP. In this role, the CLO will act as the first point of contact for stakeholders. For instance, the CLO will be responsible for attending community focus groups/meetings where appropriate.

3.1.2 A consistent approach to communications and engagement will be taken across the Project and the CLO will facilitate discussions with other groups/officers that are part of the Project, drawing from other procedures and measures to be in place during the Project's construction. This will include:

- In relation to the Highway works, a **Traffic Management Working Group (TMWG)** will be established prior to construction of the highway elements commencing. The TMWG will comprise representatives from GAL and each of its Principal Contractor(s). The TMWG will be responsible for coordinating and managing material and people movement in accordance with the Construction Code of Practice (CoCP). There will be frequent meetings of the TMWG and liaison, at a technical level, with both National Highways and the Local Highways Authorities in respect of planned works and practices. The frequency of meetings will vary according to the Project stage.
- **Traffic Management Forum(s)** will be established which will focus on the communication of traffic management. The forum(s) will be established prior to the start of construction and will be chaired by the Principal Contractor. The frequency of the forums will be agreed at the first meeting. Membership will include Emergency Services, National Highways (as strategic highway authority), the Local Highways Authorities and the local planning authorities.
- A **Construction Travel Plan Co-ordinator** is to be appointed before commencement of the Project and responsible for implementing the Construction Workforce Travel Plan (to be approved under Requirement 13 of the Draft DCO). The CLO will liaise with the Construction Travel Plan Co-ordinator to ensure they are informed of procedures and measures in place to manage the construction workforce's means of travel to inform engagement and communication activities, and vis versa to keep the Co-ordinator informed of any updates/feedback/complaints that may arise through the CLO's engagement and communication work.

4 Stakeholder Identification

- 4.1.1 A stakeholder can be defined as any individual or group who is, or could become, interested in, involved in, or affected by the Project. In implementing the CCEP, GAL will work with the CLO and the Principal Contractor(s) to identify the stakeholders to be targeted by the communication and engagement activities, and which will be kept under regular review in line with the construction programme.
- 4.1.2 Ongoing engagement will take place with identified stakeholders with engagement at key points in the process, taking note of any statutory engagement required in relation to specific works.
- 4.1.3 Stakeholder needs and expectations will be managed in a balanced manner, alongside the need to ensure that the scheme will also continue to meet its primary objectives.
- 4.1.4 Where appropriate, additional engagement would be carried out with certain stakeholders that are anticipated to be impacted by specific construction works. Such engagement would be tailored to the construction works and the duration of the activities.
- 4.1.5 As the Project progresses, continued engagement with these groups will play an important role in mitigating and minimising adverse impacts where practicable.
- 4.1.6 The way in which each stakeholder group is engaged will vary depending on their needs. Examples include but are not limited to:
- Individuals
 - Residents
 - Landowners
 - Businesses ([including hotels](#))
 - Workers
 - Passengers and users of the airport
 - Elected representatives
 - Community leaders
 - [Community focus forums/groups](#)
 - [Hard to reach communities and vulnerable groups](#)
 - Gatwick Airport Consultative Committee (GATCOM)
 - Local planning and highway authority officers, including National Highways
 - Emergency services
 - Airport safety/operational critical bodies
 - Network Rail

- Transport operators

5 Engagement Approach

5.1.1 As part of the engagement activities, local communities and stakeholders will be informed of:

- the phasing of construction works at multiple sites and information on the types of construction activities and duration associated with each phase at each location;
- any construction works that will have to be undertaken outside the core and extended working hours (in which case the relevant local planning authority and the public will be notified in advance);
- construction activities that may be considered 'out of the ordinary' – that is, events that take place on an irregular or infrequent basis, such as the delivery of an Abnormal Load or particularly noisy activity; and
- information about jobs training, skills, education initiatives being delivered through the Employment, Skills and Business Strategy Implementation Plan; and the London Gatwick Community Fund.

5.1.2 The process of engagement will include:

- Occupiers of nearby residential properties and relevant local planning authorities will be informed in advance of works taking place affecting public rights of way, local roads and the strategic road network. This notice will include the duration of the works, the nature of the works and the working hours. The means of notification will utilise the methods described in Section 6 below.
- Engagement with Gatwick Airport Consultative Committee (GATCOM) – GATCOM is an independent committee constituted to meet the requirements of section 35 of the Civil Aviation Act 1982. Existing and ongoing GATCOM meetings are generally held every three months and comprise key stakeholders such as local authority members and representatives of the local community and local businesses. At these meetings, GAL will update on construction activities including construction progress, programme and timing of the Project, and other matters of interest to members. Minutes and information provided as part of this process are published on the GATCOM website.
- Parish/Town Council briefings – the existing parish/town council structure provides an opportunity to facilitate dialogue between community leaders on the most appropriate methods for engaging communities. GAL will look to liaise with Parish and Town Councillors to both inform them on the

construction programme, progress and activities as well as seek feedback and advice on ways of engaging with the local community.

- Engagement and involvement with other existing community forums.

6 Communications

- 6.1.1 Wherever possible, occupiers of nearby or affected properties, businesses ([including hotels](#)), adjacent or affected parish councils, and other elected representatives will be notified of the nature and anticipated duration of planned construction works that may affect them, including both principal and ancillary works. Regular updates will be given in advance of significant construction work being undertaken.
- 6.1.2 During construction of the Project, a programme of relevant and ongoing communications will be prepared and implemented using a range of communication methods. This is likely to include, but is not necessarily limited to:
- local and national media, to help to keep communities informed. Press releases/radio may be used as a means of informing residents about work being undertaken on the highway, helping them to plan their journeys.
 - a webpage through GAL's existing website (or any future updates to it) providing information on the construction works relating to the Project (including the Project's objectives, works descriptions, partner profiles, timelines, commitments, and mechanism for residents/stakeholders to sign up to electronic newsletters).
 - social media – updates through GAL's existing social media channels (e.g. Facebook/Twitter (X)) on the construction works for the Project.
 - community newsletters - newsletters may be prepared with relevant information on the Project, including progress and other issues of interest such as periods of increased activity.
 - a helpline when required and dedicated email address will be made available.
 - community events: where appropriate, relevant community events/drop-in sessions will be set up to engage with local communities and maintain ongoing communication relating to the Project.
 - targeted mailings/direct correspondence.
 - updates sent to Town/Parish Councils to display on community notice boards (should they wish to do so).
 - briefing engagement groups representing hard-to-reach communities (including vulnerable groups and non-English speakers) on the Project's support schemes that may be available to residents, so those organisations can signpost residents to the relevant application processes.

- stakeholder database: a database will be established to set up and maintain effective stakeholder communication through an up-to-date contact list complying with relevant data protection requirements.

7 Managing Enquiries and Complaints

7.1.1 Throughout the Project's construction, activities will be managed in order to reduce impacts and minimise disturbance. The CLO will be responsible for:

- reviewing mailings/correspondence;
- promoting clear contact information for written and telephone enquiries/complaints;
- detailing how to make an enquiry/complaint as part of the updates to Parish/Town Councils to display on community notice boards (described in Section 6).
- providing and managing a helpline, when required;
- ensuring response times are proportionate to the significance of the enquiry/complaint, with information on the actions taken to resolve complaints;
- ~~committing to provide considerate, informed responses.~~ [ensuring consideration is given to how vulnerable groups can raise concerns about their impacts and tailoring communication to their needs](#)
- [committing to provide considerate, informed responses.](#)

7.1.2 A community email address will be maintained. The email will be monitored by the CLO during office hours to deal with enquiries and issues arising from members of the public and local businesses.

7.1.3 It is recognised that construction activities may be significant for the local community and that local residents making contact must be responded to promptly. A complaints procedure will be implemented during the construction process to include logging an enquiry or a complaint. Complaints will be investigated and, where required, mitigation will be implemented. If a contractor working on the Project receives an enquiry or complaint, they will be instructed to route the enquiry or complaint through the CLO and any other appropriate channels.

7.1.4 General enquiries are regarded as requests for information or clarification of an issue and the mechanism for acknowledgment and response will be established by the CLO.