

PLANNING ACT 2008
INFRASTRUCTURE PLANNING (EXAMINATION PROCEDURE)
RULES 2010

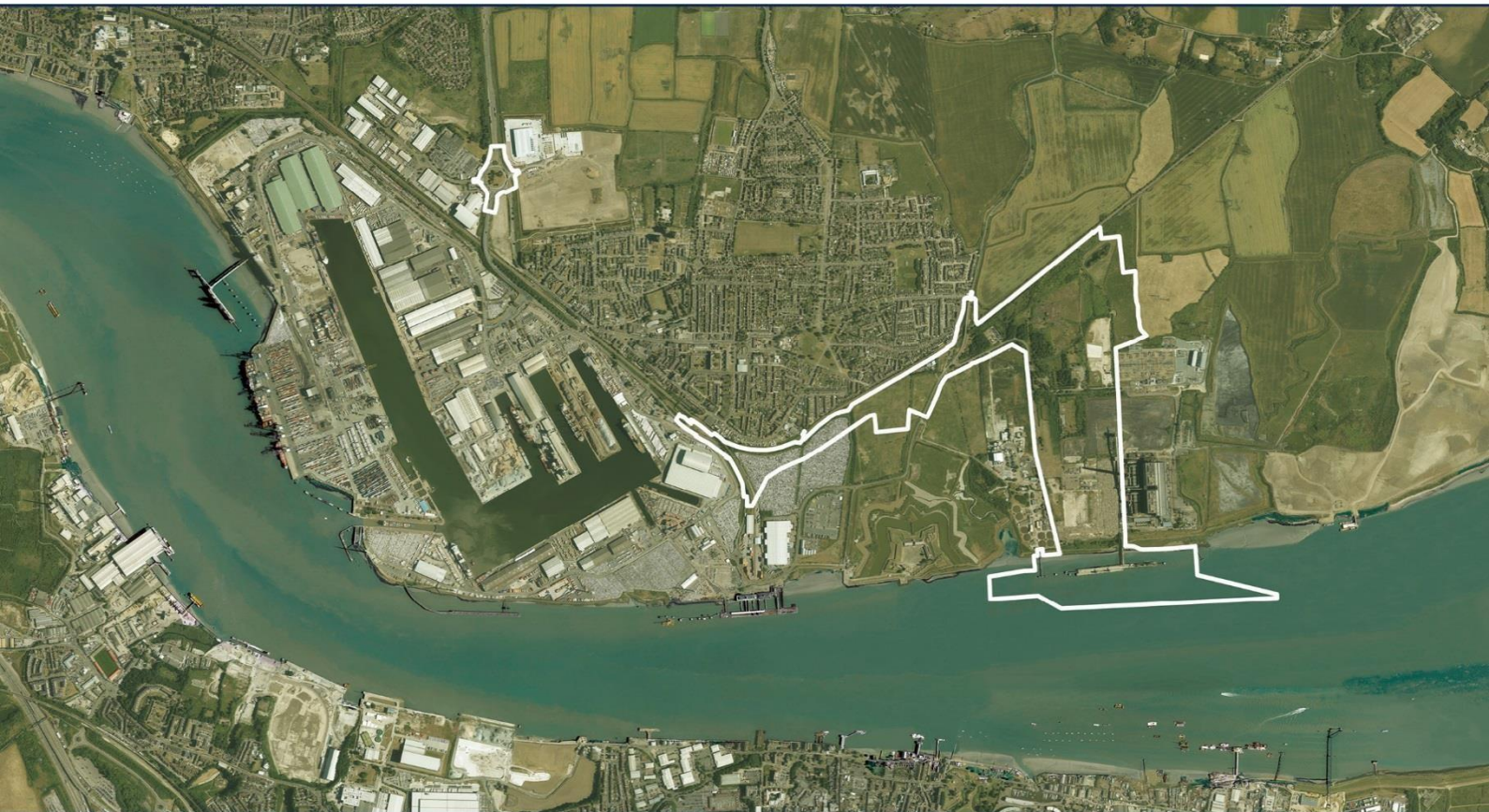
PROPOSED PORT TERMINAL AT FORMER TILBURY POWER STATION

TILBURY2

TR030003

OPERATIONAL COMMUNITY
ENGAGEMENT PLAN V2 - CLEAN

TILBURY2 DOCUMENT REF:
PoTLL/T2/EX/125



OPERATIONAL COMMUNITY ENGAGEMENT PLAN

1.0 Introduction

PoTLL is committed to ensuring that once constructed and operational Tilbury 2 will become part of the wider engagement the existing Port of Tilbury undertakes with the local community. This plan outlines how this will be achieved and how PoTLL's ongoing relationship with the local community will continue post the construction period.

2.0 Local Community Engagement

The current port maintains strong local links through its Community Liaison Officer and Senior Management team who maintain regular dialogue with a number of community organisations. This includes:

- The Tilbury Community Forum
- The Thurrock Park Residents Association
- The Tilbury Hub
- Tilbury Riverside Project
- One Community
- The Chadwell St Mary Community Association
- The Gateway Academy (This academy encompasses two primary schools in Tilbury: Landsdowne and Pioneer; the Gateway Primary and Secondary schools, and the Herringham Primary School in Chadwell)
- English Heritage (Tilbury Fort)

In addition there is regular dialogue with the local councillors in Tilbury who are a primary source of engagement with the local community. There are strong links to the Tilbury Community Forum who were heavily engaged during both the non-statutory and statutory consultation periods for Tilbury 2.

Given these existing strong links and in line with the current engagement PoTLL undertakes, it is proposed that there will be a six monthly update meeting with the key members of the forum to give them an opportunity to discuss overall operations of the port including Tilbury 2, and where needed arrange operational visits to the port to view the operations. PoTLL will also send a written up-date on the Tilbury2 project to the other organisations identified above, as well as local Councillor and Member of Parliament to ensure wider knowledge of the progress of the project.

In a similar vein, the existing open days that are held every two years over a weekend to allow the local community to visit the port and see its operations will be extended to Tilbury2. These events are well attended by local people and are an important event in the local calendar.

The port also produces a community newsletter (titled RE Port) on a six monthly basis that details areas where we are working with the local community as well as keeping people updated on changes within the port including new developments and major events. Tilbury 2 will be included within this newsletter both pre and post construction. This would be available in braille and large print on request.

In addition to the Tilbury Community Forum, PoTLL's Community Liaison Officer regularly attends meetings both formal and informal with the above organisations as

well as maintaining the regular dialogue with the local councillors as do the senior management of PoTLL. This will be continued upon opening of Tilbury2.

PoTLL is an active user of social media to engage and communicate locally, and this will continue with the addition of Tilbury2.

Specifically, the Port has a website and social media accounts via the Forth Ports website, as well as a Port Of Tilbury Police twitter account all of which will be used to communicate information where relevant in relation to Tilbury 2.

Website: Forthports.co.uk

Twitter Account: Twitter.com/Forthports

Twitter Account Port Of Tilbury Police: Twitter.com/police_potll

<https://www.facebook.com/forthportscommunity/>

<https://www.facebook.com/LondonInternationalCruiseTerminal/>

<https://www.facebook.com/The-Logistics-Training-Academy-817084848418852/>

3.0 Wider Community Engagement

Once the site is operational wider community engagement will be undertaken to ensure key stakeholders are kept advised of important developments in Tilbury2's operations.

These organisations were identified during the consultation phase of Tilbury 2 as being those that will interact most closely with the operations of the new port facility. The table below highlights these, with those most impacted meeting more frequently.

Organisation	Means of communication	Frequency	Relationship to Operation
Sustrans	Meeting	Annually	Two Forts path and cycle routes
Gravesend Sailing Club	Meeting	6 monthly initially then Annually once capacity has been reached	Yacht club opposite development
Gravesend Rowing Club	Meeting	6 monthly initially then Annually once capacity has been reached	Rowing club opposite development
The Ramblers Association	Meeting	Annually	Two forts path
Thurrock Access Forum	Meeting	Annually	Two forts path
Amazon	Ongoing communication	Ongoing	Customer
RWE	Ongoing communication	Ongoing	Neighbouring business
Stobarts	Ongoing communication	Ongoing	Neighbour business
Anglian Water	Ongoing communication	Ongoing	Neighbouring business
English Heritage	Ongoing	Ongoing	Neighbouring

	communication		Business
--	---------------	--	----------

4.0 Complaints Handling and Investigation Procedure

As part of the proposals, an Operational Management Plan has been developed which details how PoTLL will operationally manage the potential impacts of Tilbury 2 on the local community once operational. Included within this document is a proposed complaints procedure for Tilbury2. This is explained below, and should be considered to also form part of this Operational Community Engagement Plan

The purpose of this procedure is to describe the requirements for the receiving and distribution of incoming correspondence / emails and telephone complaints about the operation of Tilbury2 (such as dust and noise issues) and to outline the methods of internal communication. The procedure will ensure that formal complaints in relation to the operations at Tilbury 2 can be addressed and closed accordingly. The procedure will also facilitate suggestions for improving operational impacts.

The Asset manager of Tilbury 2 or his designated representative will normally receive all incoming communication relating to operational impacts. On receipt of the correspondence the applicable Asset Manager will

- Examine the content and acknowledge receipt within 48 hours of receipt;
- Seek advice from the SHEQ (Safety, Health, Environment and Quality) Manager for Tilbury2 as to the context of the complaint;
- Carry out an investigation (if required);
- Ensure corrective action is applied (if required);
- Undertake ongoing dialogue with originator;
- Compile a formal letter or email reply with corrective actions and ensure this is closed with originator

Records of all complaints and how they have been dealt with will be held centrally by the Ports SHEQ department.

Complaints received will be reviewed regularly in order to identify any reoccurring issues that require PoTLL to provide information in response to the wider community. This will be achieved through the channels identified above including FAQs on the Tilbury2 website and items in the Port's Re:Port newsletter.