

PART SIX

CONSENTS AND WORK APPROVALS

Table of Contents

6.1	Consents	2
6.1.1	Statutory Requirements	2
6.1.2	Resource Consent Requirements	2
6.1.3	Building Consent Requirements	2
6.1.4	Utility Operator Requirements - Underground Services	2
6.1.5	Auckland Regional Council Pollution Control and Schedule	2
6.2	Work Approvals	2
6.2.1	General	2
6.2.2	Preliminary Consultation	3
6.2.3	Road Opening Notice	3
6.2.4	Physical Location of Services - RON	4
6.2.5	Submission of RON	4
6.2.6	Other Considerations when Submitting a RON	5
6.3	Public Relations	5
6.3.1	General	5
6.3.2	Emergency Response	5
6.3.3	Working in Business Areas	5
6.3.4	Communication Strategy	6
6.4	Site Control	6
6.4.1	Introduction to Traffic Management	6
6.4.2	General Requirements	6
6.4.2.1	Size of Work Site	7
6.4.2.2	Bus Stops	7
6.4.2.3	Temporary Speed Restrictions	7
6.4.2.4	Temporary Traffic Signals	7
6.4.2.5	Normal Hours of Work	7
6.4.2.6	Noise Control	8
6.4.2.7	Parking	8
6.4.2.8	On-Street Parking Controls During Construction	8
6.4.2.9	Temporary Road Closure (Road Stopping as referred to in legislation)	9
6.4.2.10	Access to Properties	9
6.4.2.11	Use of Temporary Steel Plates during Construction	9
6.4.2.12	Information Signs	9
6.4.3	Traffic and Other Road Users	10
6.4.3.1	Work in Carriageways	10
6.4.3.2	Pedestrian Needs	10
6.4.4	Traffic Management Equipment	10
6.4.4.1	Fencing	11
6.4.4.2	Barricades	11
6.5	Processing of Traffic Management Plans	11
6.5.1	Overview	11
6.5.2	Contents for Traffic Management Plans	11
6.5.3	Ingress to and Egress from the Site	12
6.5.4	Waiting Trucks	12
6.6	Appendices Index	13

6.1 CONSENTS

6.1.1 Statutory Requirements

This provision of this Code is to be read subject to the requirements of any applicable statutes, regulations, codes of practice, Territorial Local Authorities' District Plans, Engineering Standards, by-laws and any subsequent amendments, including the following:

Legislation - all relevant legislation applies, including but not limited to:

- Health and Safety in Employment Act 1992
- Transit New Zealand Act 1989
- Resource Management Act 1991
- Consolidated By-law
- Local Government Act 2000
- Auckland Metropolitan Drainage Act 1960
- District Plan Provisions
- Building Act 1991
- Electricity Act 1992
- Gas Act 1992
- Telecommunications Act 2001
- HSE Requirements & Regulations

6.1.2 Resource Consent Requirements

It is important to ensure that any necessary resource consents are obtained prior to works commencing. This information may be obtained by checking the relevant Territorial Local Authorities (TLA) district plan provisions to ascertain whether any resource consents are necessary. An overview of Consents, Work Approvals and Auditing processes is attached as Appendix 1.

6.1.3 Building Consent Requirements

It is important to ensure that necessary building consents are obtained prior to commencement of works. These are obtained from the relevant TLA.

6.1.4 Utility Operator Requirements - Underground Services

Appendix 2 covers the main considerations set by Utility Network Operators that need to be observed by others when designing, notifying and installing underground services or carrying out other works in the road that may effect any existing service.

6.1.5 Auckland Regional Council Pollution Control and Schedule

Under the Resource Management Act 1991 (RMA: 1991), the Auckland Regional Council (ARC) is responsible for the management of the Auckland region's environment in order to protect natural habitats and resources (land, air and water) and sustain them for future generations. One of the ARC's many functions is the prevention of water pollution. Refer to Appendix 3 for further information.

Note that part of Franklin District Council is under the responsibility of Enviro Waikato.

6.2 WORK APPROVALS

6.2.1 General

Utility operators are permitted to install and maintain their services in and on roads with notice to the Road Controlling Authority (RCA). The RCA has statutory right to impose reasonable conditions that relate to their responsibilities and risks. At the time of installing or maintaining services significant disruption can occur impacting on the structural integrity and serviceability of roading assets, the road user (motorist, cyclist, pedestrian etc), and the adjacent land owners/occupiers.

The objective is to provide for conditions and requirements of works to be met by the Principal Providers and their contractors. The following matters may be included when imposing conditions.

- a) Safe and efficient flow of traffic (whether pedestrian or vehicular).
- b) Health and safety of any person who is, or class of persons who are, likely to be directly affected by the work on the road.

- c) Need to lessen the damage that is likely to be caused to property (including structural integrity of the roads) as a result of work on the road.
- d) Need to lessen disruption to the local community (including businesses).
- e) Co-ordination of installation of other networks.
- f) Co-ordination with road construction work by the local authority or other person who has jurisdiction over the road.
- g) Need of a utility operator to establish a network in a timely manner.
- h) Damage and disruption to adjacent utility services.
- i) Limitation on future works such as road widening, and the location of proposed amenity assets and other utility services.
- j) Transmission of traffic vibration.
- k) Dust and noise during construction.
- l) Limitation of access and loss of parking particularly during works.
- m) Compensation that may be payable for property that is likely to be damaged as a result of the work on the road.

In addition the TLA and/or Regional Councils have regulatory responsibilities under the Resource Management Act, Local Government Act, and other legislation.

The objective of this Code is to maintain safety at all times while minimising these impacts. In addition the Utility Operator/Principal Provider must be conscious of the individual rights of property access when designing for the placement of their above ground services. It is a requirement that adjoining owners be consulted and agreement made for right of access and any likely infringement on property access.

6.2.2 Preliminary Consultation

Preliminary consultation may be requested by the Principal Provider, the Contractor, or the RCA to discuss likely conditions and requirements relating to the work. These may change once design is finalised. RON notifications and imposing of conditions formalises what will happen when works are carried out.

The purpose of this meeting is to discuss implementation issues that may arise after all necessary consents have been obtained. Issues may include:

- Proposed lay positions
- Existing conditions of the road reserve and extent of reinstatement
- Placement of any equipment including cabinets and chambers
- Traffic management
- Communication strategy

6.2.3 Road Opening Notice

A Road Opening Notice (RON - Appendix 4) is to be lodged with the RCA for each site as detailed in 6.2.4. A RON does not absolve the Principal Provider from its responsibility to apply for any other consent that may be required under other legislation.

A RON is required for the following situations

- a) Any excavation in the road (includes drilling)
- b) Where damage is caused to the road
- c) A new surface is to be laid within the road

The Principal Provider must sign the RON except that an appointed agent may sign on behalf of the Principal Provider if the Principal Provider has given them written delegated authority to do so.

A copy of the approved RON with the appropriate conditions and the approved Traffic Management Plan must be kept on site while work is being carried out.

6.2.4 Physical Location of Services - RON

It is absolutely essential and is a requirement of this Code to ensure that all underground service plans are obtained and location of all these services must be accurately located on site prior to works commencing. Many of these services pose a serious risk to both the safety of the public and to you. Should you not obtain underground service location plans from the relevant Principal Provider, all repairs in the event of these being damaged will be your responsibility. The RCA takes no responsibility for any damage caused to services or any associated costs.

A RON is required to find/physically locate the services.

6.2.5 Submission of RON

A Road Opening Notice must be lodged with the RCA for each work site, at least fifteen days prior to works commencing, in accordance with relevant legislation or as otherwise agreed with the RCA pursuant to -

- Sections 24 and 25 of the Electricity Act 1992
- Auckland Metropolitan Drainage Act 1960
- Sections 135, 136 & 142 of the Telecommunications Act 2001
- Sections 25 and 26 of the Gas Act 1992
- Local Government Act 1974

for the following:

- a) *Minor Works* - Work in, on, along, over, across or under the road, involving excavation up to 1 square metre in area, with minimal traffic disruption, including service connections to a domestic dwelling where a trench runs only across the berm or footpath. . Notification can be made in a schedule format no later than one working day of commencement of works. A generic Traffic Management Plan is required for all minor works and is to be reviewed on an annual basis.
- b) *Major Works* - Work in, on, along, over, across or under the road. Any work in the carriageway or any other part of the road deemed "major" by the RCA.
- c) *Project Work* - Major Works in, on, along, over, across or under the road that exceed 14 calendar days from establishment to final reinstatement.
- d) *Emergency Works* - In the event of an emergency a RON must be lodged no later than one working day after the work starts.

The applicant is required to submit the following information with the RON notification for *Major* and *Project* work:

A site specific Traffic Management Plan

A plan indicating intended depth and route of cable. The RCA will consider the route in terms of lay position of services.

Presence of any proposed chambers or above ground structures

A plan indicating the presence of any adjoining utilities, kerbs, footpaths and trees.

A copy of any letters delivered to the public to inform them of the work

Details of when the work is scheduled.

The Principal Provider must submit copies of the RON to other utility operators likely to be affected by the construction or maintenance works at the same time.

An additional RON is required on a particular work site for each of the following situations:

- a) A separate RON is required for each part of the work where the work is not contiguous and extends into another area.
- b) Where a significant variation occurs to the approved RON.
- c) Where another Principal Provider or Contractor is working on the same work site and a conflict of work and or traffic management occurs and there is no agreement between for one to take complete responsibility for the site.
- d) The location of the work site moves to a position not described on the RON.

- e) The work has not been commenced within 3 months of the RON being lodged or work is not to be undertaken in accordance with agreed work programme and/or the RCA requests that a new RON be lodged.

Should the start of the work be delayed from the start date on the RON then the RCA must be notified immediately. An overview of the RON process is outlined in Appendix 5

6.2.6 Other Considerations when Submitting a RON

The following must be considered and included in the RON where applicable:

- a) A traffic lane needs to be closed on a main road (Refer to list of main roads provided by the RCA).
- b) A road needs to be closed for more than 5 minutes.
- c) Work is proposed on a State Highway (Refer to list of State Highways provided by the RCA).
- d) Metered parking or other restricted parking areas may be affected.
- e) Work within 50m of a structure such as a bridge, tunnel, or retaining wall.
- f) Work needs to be done outside the normal hours of work. (Refer 6.4.2.5)
- g) When a variation is requested from the specified requirements
- h) A financial contribution is sought such as towards the reinstatement of the road surface.
- i) A privately owned underground utility is to be laid. (ie. not owned by, or connected to, the service of a Utility Operator).

6.3 PUBLIC RELATIONS

6.3.1 General

RCA's and Principal Providers have an obligation towards residents, ratepayers and businesses to ensure that any works undertaken provide for adequate levels of service. The requirements are based on safe and efficient practice, whilst minimising the impact on pedestrians, businesses and road users.

When undertaking any major work (as defined), written notification in the form of letter drops, must be given to affected parties at least 5 days prior to the commencement of works. Affected parties are public who are working or residing within 100 metres of the work site. Where projects are to be undertaken, a written communication strategy is required. The RCA may agree to the use of generic communication strategies in particular circumstances.

6.3.2 Emergency Response

The Principal Provider and their Contractor must be able to be contacted by means of a telephone at all times. This is in case a dangerous or an unacceptable situation occurs as a result of their work.

6.3.3 Working in Business Areas

Business Areas refers to any area of land where the dominant activity includes retailing. Undertaking work in these areas require the following considerations:

- a) That all efforts are made to minimise disruption.
- b) That coordination of planned works between Principal Providers themselves and RCA's and Principal Providers takes place
- c) Consultation with the Business Association concerned must take place at least three weeks prior to project works commencing. *Note the Business association has requested that all Road Opening Notices are forwarded to them on a weekly basis for all works.
- d) No planned work shall take place between 12 December and 03 January of each year. In some retail areas it is possible that this period may be extended by up to six weeks either side of Christmas Day. Liaison with the RCA for clarification is required.

- e) All service connections and minor works undertaken in retail areas must be reinstated within 36 hours. No road/pedestrian/cycleway surface shall be left in a metalled state for more than 24 hours. If final reinstatement can not be carried out, temporary bitumen (bitumen treated basecourse) and treated material can be used on an interim basis. Ensure stones do not flick out.
- f) Property access must be maintained at all times.

6.3.4 Communication Strategy

It is important that an appropriate communication strategy be implemented to ensure that all affected parties are informed. The following issues need to be addressed.

- a) Minimise disruption to the residents, businesses and road users including pedestrians and cyclists, along the affected route.
- b) Provide for public education
- c) Provide contact information - who will be called, how and when
- d) Undertake consultation with affected parties, including key stakeholders such as politicians, community boards, emergency services, businesses, passenger transport companies, commuters, adjoining property owners and the general public

The following issues will need to be addressed in the communication strategy:

- a) The route
- b) Timing and extent of disruption to residents and business
- c) Timing and extent of disruption to traffic – both vehicular and pedestrian
- d) Process of notification
- e) Method of installation, maintenance or upgrading of services.
- f) Health & Safety Policy

There are various routes that are approved for the use of overweight vehicles. Should the proposed works affect these routes, it is necessary to contact the relevant RCA to make alternative arrangements.

An example of an acceptable communication strategy guideline is attached as Appendix 6 and includes an example of a customer enquiry process.

6.4 SITE CONTROL

6.4.1 Introduction to Traffic Management

The purpose of a Traffic Management Plan (TMP) is to ensure there is minimal impact on the surrounding environment, community and commuters. This is achieved by ensuring safe passage for local residents, businesses, pedestrians, cyclists and motorists around and through the site. A site specific TMP is required for Major and Project Works. A generic Traffic Management Plan is required for Minor works. This needs to be reviewed on an annual basis in accordance with the relevant Transit Standards.

The TMP must be prepared in accordance with the relevant Transit Standard by a suitably qualified person. This Code supports in principle the Transit Code of Practice for Temporary Traffic Management. There are however some issues regarding the CoPTTM and it's relevancy in part to urban environments. Each RCA should be contacted to clarify it's position and requirements.

The TMP must be lodged with the RON and is to be reviewed and approved by the RCA prior to works commencing.

6.4.2 General Requirements

The following general requirements apply:

- a) All traffic ways will be maintained firm and readily negotiable to traffic under all anticipated weather conditions.
- b) The Principal Provider will leave the work site in a safe and readily trafficable condition at the end of each day's work.

- c) No trench is to be opened to traffic until either temporary or permanent resurfacing is in place
- d) Temporary roads, which are to be used for longer than the period specified, shall be sealed before directing traffic on to them and shall be maintained as required.
- e) All road marking/signs shall be replaced where they have been removed or damaged as a result of the work. The condition/s of the marking/signs shall be reinstated to original condition and position and completed within 24 hours of completion of works
- f) Temporary paths and covered walkways must be adequately illuminated at night with artificial lighting installed to the appropriate levels.
- g) Where a hazard is identified or arises from the work carried out, all practicable steps must be taken to minimise, isolate and eliminate such a hazard.
- h) All work sites must be appropriately fenced and/or barricaded to prevent access to it by any unauthorised person.
- i) Tracked vehicles with metal cleats are likely to damage the road. Adequate protection is required and all associated damage as a result of use of these vehicles, is the responsibility of the Principal. Prior approval from the RCA is required for the use of these vehicles.
- j) Parking of plant and equipment must comply with all by-laws, traffic regulations and permanent or temporary restrictions. There shall be no unreasonable inconvenience to either vehicles or pedestrians.
- k) No equipment shall be placed or used under street trees without prior approval from the TLA.
- l) No materials or equipment may be stored on the road without the prior approval of the RCA.

6.4.2.1 Size of Work Site

The continuous length of a workface permitted to be open at any one time shall not exceed 150 metres. This allows for 50m to be in the process of being dug up, whilst the next 50m is having cabling and associated equipment laid in it and the third 50m stretch is being backfilled and reinstated. In situations where longer trench lengths is required due to technical difficulties, the required trench lengths will be agreed between the RCA and the Principal Provider. Where power cables are being installed without ducting, the maximum length of open trenches will be negotiated between RCA and the Principal Provider. All materials and equipment must be stored within the work site unless approved otherwise by the RCA.

At specific areas, such as at intersections and shopping centres, the maximum trench length may need to be reduced to minimise the impact of the works on traffic and/or parking or business. Where power cables are being installed without ducting, the maximum length of open trenches will be negotiated between RCA and the Principal Provider.

6.4.2.2 Bus Stops

In the event of the intended works affecting access to bus stops or where pedestrians are affected getting on and off buses, consultation with passenger transport operators is required. Temporary relocation of the bus stop may be required.

6.4.2.3 Temporary Speed Restrictions

Any temporary speed restrictions need the prior written approval of the RCA unless otherwise allowed in a standard agreed by the RCA. The application for approval must be submitted to the RCA with the TMP.

6.4.2.4 Temporary Traffic Signals

The use of any temporary traffic signals needs the prior written approval of the RCA unless otherwise allowed in a standard agreed by the RCA. The application for approval must be submitted to the RCA with the TMP.

6.4.2.5 Normal Hours of Work

- a) Work must not be carried out on carriageways during times of peak traffic flows. Main roads and CBD streets have restricted hours for road works. Restrictions generally apply weekdays from 7.00am to

9.00am and 4.00pm to 6.00pm. Depending upon the nature and extent of the proposed work the RCA may review the hours of work on application of Traffic Management Plans.

- b) The RCA may require work to be undertaken outside normal working hours where it considers it necessary for safety or convenience. Night work should be allowed for in some circumstances and adjacent neighbours are to be consulted (up to 100m from site, both sides).
- c) When working in the vicinity of pre-schools and schools, all work must be carried out between 9.00am and 3.00pm except for holidays and weekends.
- d) All work must be undertaken in accordance with the relevant TA's district plan provisions refer 6.4.2.7

6.4.2.6 Noise Control

All work is to be carried out in accordance with the requirements of NZS 6803:1999 and the TA's district plan provisions. These requirements limit the levels of noise that may be received at locations around a work site. No work is permitted to take place at night unless prior approval is obtained from the RCA. Proposed hours of work must be notified when submitting the RON.

All plant and equipment must be silenced in accordance with good industry practice. Care must also be taken to use work methods that minimise noise levels, such as avoiding the use of breakers and other similar loud noise when required to work late at night.

Consideration must be given to avoid any unreasonable nuisance to nearby public, such as restaurants/coffee bars, shops, student examinations, events, businesses, hospitals, schools. Work near such locations will require public consultation, and may require extra measures to minimise the nuisance to the public.

For example such extra measures might be:

- a) Work carried out only during other agreed hours and/or days;
- b) Periodic breaks during the day where breakers, saw cutters, profilers etc are not used. eg a regular 15 minute break every hour to allow local businesses to make phone calls;
- c) Periods of reduced noise without the use of breakers, saw cutters, profilers etc during the lunch time shopping period 12.00 noon to 2.00 p.m.;
- d) Use of sound screens;
- e) Use of different construction methods;
- f) Additional notification of the public.

Should any complaints be received that are considered to be reasonable then the RCA may stop the work until further agreed measures are taken to minimise the noise problem.

6.4.2.7 Parking

- a) Parking of vehicles on or around the site is restricted to construction vehicles needed for site works, unless the prior written approval of the RCA has been obtained. Parking of private vehicles on the site by personnel working on the site is not permitted.
- b) Where parking meter, pay and display or other restricted parking areas are to be used for construction or traffic purposes they must first be approved and any associated fees paid to the RCA.
- c) Parking of vehicles, plant or equipment must comply with all regulations and restrictions unless reserve parking signs or hoods have been approved and are displayed. Offending items may be ticketed and towed away at the contractor's expense.

6.4.2.8 On-Street Parking Controls During Construction

Show and describe the location and duration of parking to be removed. Consideration of the impact on public parking and the loss of revenue in the event of parking spaces being used as a result of the project shall be addressed.

- a) Mutually agreed space allocation will be provided free of charge, to a maximum of 50 metres of space per workface.

- b) A maximum of three separate workfaces as mutually agreed within the notified area, will be provided free of charge.
- c) Any additional parking required will be on a cost recovery basis at a rate determined by the RCA. A schedule of the additional parking facilities utilised will be the responsibility of the Principal.
- d) Processing of resolutions for removal of parking spaces will be on a cost recovery basis for the actual costs involved at a rate determined by the RCA. This would ensure that parking facilities are managed in an effective manner. This area of works will need to be dealt with in partnership with the RCA.

Parking of vehicles, plant equipment or storage of materials must comply with all regulations and restrictions unless reserve parking signs or hoods have been approved and are displayed. Offending items may be ticketed and/or removed at the contractor's expense.

6.4.2.9 Temporary Road Closure (Road Stopping as referred to in legislation)

Any application to close a road must be lodged at least 20 working days before hand as part of the Preliminary Consultation. This may involve the Principal Provider having to pay the RCA for additional processing and advertising costs.

6.4.2.10 Access to Properties

Vehicular and pedestrian access to all properties must be maintained at all times, unless the property owner or their representative agrees alternative arrangements. Emergency services such as police, ambulance, fire are to be notified when access is significantly impeded.

6.4.2.11 Use of Temporary Steel Plates during Construction

- a) Where temporary steel plates exist in the carriageway an 'UNEVEN SURFACE' supplementary plate and a separate 'SLIPPERY SURFACE' (TW-4) warning sign/s must be displayed to warn traffic. Permanent resurfacing is required within 7 days of a temporary seal being placed, unless as otherwise agreed, by the RCA.
- b) Steel plates may be used in carriageways provided they are skid resistant, secured, and cushioned with rubber matting to prevent rocking, moving or noise. They must be of sufficient strength and quality to support imposed traffic loading.
- c) Should steel plates be used "uneven surface" road works signs and "slippery surface"(TW-17) warning sign/s must be displayed to warn traffic of the potential hazards.
- d) When steel plates are used, a ramp with hotmix must be formed and filleted to ensure safe pedestrian and vehicular access. The ramps must be adequately secured to the surface and maintained for the duration of the work.
- e) Temporary road markings and all other necessary traffic measures must be in place to ensure that hazards are avoided, and parking restrictions are maintained.

6.4.2.12 Information Signs

Information signs are to be erected at the approaches to all project work sites. These signs must be erected at least a week before the work starts. The utility operator's contractor shall display suitable boards, visible to pedestrians and traffic, and designed in consultation with the RCA, taking into consideration the location of the works.

The following information is to be clearly shown on the boards.

- a) Principal Provider
- b) Project description
- c) Contractors name
- d) Day and night contact details
- e) Planned commencement and completion dates

The signs must be erected so that they are clearly visible to road users and must not cause a nuisance in the following respects;

- a) must not be within 30 metres of a pedestrian crossing or an intersection
 - b) must not be on a handrail fence
 - c) must not be on a pole or structure without first obtaining the agreement of the owner of that pole/structure
 - d) must not obstruct the visibility of Road Users
 - e) must not physically obstruct Road Users and must be at least 2.4 metres clear above pedestrian areas
- The signs must be removed immediately the work has been finished and the site cleared.

6.4.3 Traffic and Other Road Users

The needs of pedestrian and vehicular traffic must be considered when preparing the TMP. The following requirements apply:

6.4.3.1 Work in Carriageways

- a) A minimum lane width of 3.6 metres is generally required for main roads and highly trafficked areas. Reduced lane widths may be approved the RCA.
- b) Temporary walkways must be at least 1.2m wide and must not affect other minimum lane widths.
- c) Temporary cycle lanes must be 1.5m wide.

6.4.3.2 Pedestrian Needs

- a) A safe pedestrian route must be maintained at all times past the site on the same side of the road where any footpath is obstructed.
- b) It may be necessary to consider providing alternative safe pedestrian access past the works site by using a diversionary route.
- c) When the length of an open trench is likely to restrict pedestrian access to shops or services, a temporary pedestrian ramp/bridge of suitable materials is to be provided.
- d) A minimum access width of 1.2 metres is required for pedestrians. In areas with high pedestrian traffic, more width may be required by the RCA.
- e) Where there are existing controlled pedestrian crossings, provision must be made for pedestrian safety by adequately separating the pedestrians from the work site and live traffic lanes, within the designated crossing area.

6.4.4 Traffic Management Equipment

- a) All equipment, signs, cones, barricading and fencing must be clearly visible at all times including during the hours of darkness. All such equipment shall be kept in a clean condition to maintain their visibility and used to the manufacturer's requirements. Flashing lights may be required to illuminate the site overnight.
- b) The Contractors must ensure that all signage is suitably weighted to ensure that it remains in place during adverse weather conditions, and does not create a hazard to pedestrians and vehicles if impacted.
- c) All barricades and fencing must be maintained in stable and secure condition and ensure safe passage for all traffic including pedestrians.
- d) All traffic management equipment must comply with Transit New Zealand guidelines and OSH requirements.

- e) All safety fences and barricades must comply with the specification set down in the Transit's Interim Code of Practice for Temporary Traffic Management Section B6 and manufacturer instructions must be complied with to ensure safe installation and safe ballasting of the barriers and barricades.

6.4.4.1 Fencing

Fencing is considered appropriate for use in footpaths. The fencing provided must be a minimum of 1.1 metres high and must be capable of sustaining, without failure or undue deflection, a force at any point of 70 kg vertically and 45 kg horizontally acting separately.

Fences shall be designed to:

- a) have a secure supportive top and bottom rail
- b) have the top rail a minimum of 1.1m above ground level
- c) have the bottom rail a maximum of 100 mm above ground level
- d) be continuous around the hazard
- e) be clipped or joined together, if in sections, to form a continuous fence surrounding the excavation
- f) have top and bottom rails that terminate with a vertical rail
- g) have a mesh in-fill panel that is difficult to climb and fluorescent orange
- h) remain upright and stable under all expected conditions
- i) be free of sharp objects

6.4.4.2 Barricades

Barricades shall only be used for delineation of a hazard behind a line of delineation devices. Barricades may also be used to close the road at detour points. Jersey barriers or an approved alternative must be used on carriageways to protect road users from entering the work site. Barricades shall be lightweight, frangible and constructed of non-splintering material. Sight boards must have alternating white and orange stripes of Class 1, retro-reflective material 100 mm wide, which slope vertically for the full length of the sight board on both sides.

6.5 PROCESSING OF TRAFFIC MANAGEMENT PLANS

6.5.1 Overview

TMP's must be prepared by a suitably qualified person, and lodged with the RCA at least 15 days prior to the commencement of works for major, project, and special works. No works, except for emergency work, may commence unless the TMP has been approved by the RCA. A copy of such approval must be kept on site, during construction, at all times. The TMP must be designed to address possible hazards and traffic and pedestrian issues. Such plans will include site management and traffic management. A general description of the work and a locality map must be included.

6.5.2 Contents for Traffic Management Plans

The following issues must be addressed within the TMP:

- a) Location of any containers, stockpiling of materials and storage of equipment
- b) Location of parking, bus stops, road signs and markings including other street furniture. If any of the above are to be relocated, this must be specified on the TMP and approved by the RCA
- c) Details of road geometry including intersections and existing road markings, carriageway lane and footpath widths, and dimensions of work area specific to the site must be recorded
- d) Special traffic conditions, such as one-way streets, close proximity of other work sites, works situated close to pre-schools and schools, stadiums, shopping centres, hospitals and other people intensive activities

- e) Commencement and completion dates for various stages of works must be specified at the time the TMP is submitted to the RCA
- f) Hours of operation will be subject to noise control provisions of the relevant RCA, including the assessment of the impact on business and traffic flows
- g) A programme of works must be submitted with the Traffic Management Plan and updated as required
- h) Position of traffic controller with stop/go paddle
- i) Location of cones, barricades and other channelling devices with dimensions of lanes and accesses
- j) Area of temporary pavement/footpath to be constructed
- k) Location of pedestrian barrier to be installed
- l) Any additional illumination or warning lights
- m) If a temporary speed limit is to be posted as a part of the traffic control, the prior written approval of the RCA must be obtained. The application form for temporary speed limit shall be submitted with the TMP
- n) If the proposed traffic control is within 50 metres of a signalled intersection, prior written approval of the RCA must be obtained
- o) Sight lines must not be affected due to barricading of the site particularly at intersections or where vehicles may turn. Sight lines of 20m on either side of the site must be maintained
- p) Temporary traffic signals may not be used without the prior written approval of the RCA

6.5.3 Ingress to and Egress from the Site

The following issues must be considered:

- a) The proposed site entrance/exit and any associated traffic controls
- b) Sight distances and traffic safety for the site entrance/exit points
- c) Where a truck/equipment impedes a pedestrian gantry a pointsman must be provided to prevent conflict between vehicles and pedestrians. Alternatively, appropriate advance audio and visual warning equipment may be provided
- d) If lane closure or reversing into/out of the site is required for ingress/egress to the site, a traffic control layout diagram shall be provided for in the TMP
- e) If it is necessary to protect/relocate the underground services on the footpath where the footpath will be used as a vehicular access way. A temporary road may need to be constructed to protect the footpath and services
- f) District Plan requirements regarding ingress and egress to the arterial or principal roading network

6.5.4 Waiting Trucks

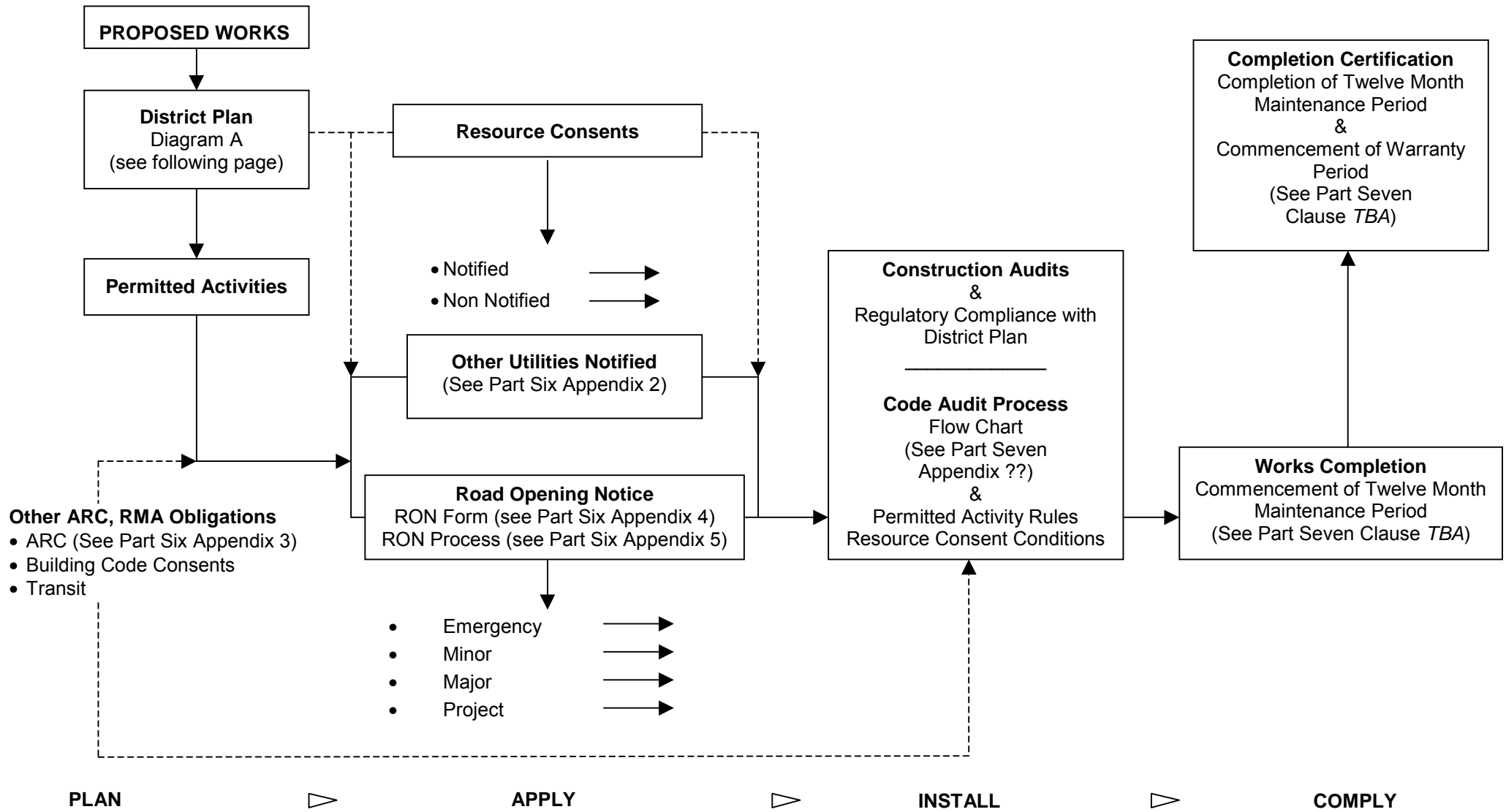
- a) The contractor should avoid trucks waiting outside the site. If trucks are required to wait outside the site, then this area needs to be included in the TMP
- b) Waiting trucks are subject to normal traffic laws
- c) Double parking is not permitted
- d) Waiting trucks are not permitted to use designated parking areas or loading zones

6.6 APPENDICES INDEX

Appendix 6.1a Overview of Consents, Work Approvals and Auditing Processes 6.1.2 (Guideline)	14
Appendix 6.1b Overview of Consents, Work Approvals and Auditing Processes 6.1.2 (Guideline)	15
Appendix 6.2 Utility Operator Requirements - Underground Services 6.1.4 (Guideline)	16
Appendix 6.3 Auckland Regional Council Pollution Control 6.1.5 (Guideline).....	20
Appendix 6.4 Road Opening Notice (RON) 6.2.3 (Standard)	22
Appendix 6.5 Overview of the RON Process 6.2.5 (Guideline).....	23
Appendix 6.6a Communication Strategy Including Customer Enquiry Process 6.3.4 (Example) ...	24
Appendix 6.6b Communication Strategy Including Customer Enquiry Process 6.3.4 (Example) ...	25
Appendix 6.6c Customer Enquiry Process 6.3.4 (Example)	26

Key:	Standard	<i>Form Must Be Used</i>
	Guideline	<i>Recommended Format</i>
	Example	<i>Suggested Format</i>

Appendix 6.1a Overview of Consents, Work Approvals and Auditing Processes
6.1.2 (Guideline)



**Appendix 6.1b Overview of Consents, Work Approvals and Auditing Processes
6.1.2 (Guideline)**

Diagram A

	RMA Issues	Manukau	Auckland	North Shore	Waitakere	Franklin	Papakura	Rodney
-1	Location (lay position)	RC/Code	RC-section 4A.4.6	RC/Code	RC/Code	Not in plan. Permitted as part of RON application process.	Existing – permitted New - RC/Code	Permitted all areas, RON, DP2000 (chapter 19) rules cover design & location
-2	Upgrade (utility services)	RC	RC-Section 4A.4.6. Part 13- Defn of “minor upgrading”	RC/Code (Permitted under D.Plan in some circumstances	RC/Code	Permitted if it meets the performance stds. RC Section 15.1.2,5	Permitted	As above
-3	Trees: • Dripline • Removal / replacement	RC RC	RC-Section 5C.7.3.3B- Annexure 5	RC RC	RC RC	Permitted, subject to consultation with Council.	RC required depending on Type and size	Permitted all areas except for listed trees
-4	Utility Equipment and Structures above ground • Location (dependent on size) • Size	RC/Code RC/Code	RC-Section 4A.4.6 RC-Section 4A.4.6	RC/Code RC above certain limits	RC/Code RC/Code	Permitted in road if <10m ² . and <2.5m in height. Also, as part of RON application.	RC/Code RC/Code	Permitted general rural area only, RC urban area
-5	Change to proposal (depending on site circumstances)	RC/Code	RC-Section 127 Resource Management Act 1991 and/or RON	RC/Code	RC/Code	RC/Code	RC/Code	Permitted as above
-6	Advice • Neighbours • Other utilities	RC/Code RC/Code	RC-Section 4A.4.6B(v) RON for utilities	RC/Code RC/Code	RC/Code RC/Code	Not req'd in plan, unless affected parties consent req'd.	RC/Code RC/Code	Objectives and policies of DP2000 as a guide

Is the RC related to permitted, controlled or discretionary activity rules? Should RC be more DP and then referred to the relevant section.

Key: DP = District Plan RC = Resource Consent Code = This Code

Table of Contents

1.	Utility Operator Requirements (Underground Services)	16
2.	Guide for Safety With Underground Services	16
3.	Location and Identification of Underground Services	17
4.	Water and Wastewater Local Networks	17
5.	Watercare Services	17
6.	Electricity	17
7.	Telecommunications	17
8.	Gas	17
9.	High Pressure Natural Gas and Petroleum Product Pipelines	18
10.	Stormwater and Subsoil Drainage	18
11.	Traffic Signals	18
12.	Other Networks	18
13.	Industry Guidelines	19

1. Utility Operator Requirements (Underground Services)

Appendix 2 covers the main considerations set by Utility Network Operators that need to be observed by others when designing, notifying and installing underground services or carrying out other works in the road that may effect any existing service.

- a) The road opening notice in 6.2.2 (RON) is designed to be used by both Principal Provider and RCA jointly.
- b) Utility operator requirements fall into five general categories -
 - Design and technical requirements
 - Notification and approval procedures prior to works commencing
 - Requirements that need to be met during construction when working close to the underground services
 - Emergency procedures
 - Contacts
- c) The Auckland Utility Operators Group (AUOG) maintain a website www.auog.org.nz with Principal Provider and RCA contacts to obtain information on:
 - Utility company postal address and Web-site
 - Faults (emergency)
 - Location of underground services
 - General enquiries (incl. minimum separation)
 - E-mail addresses

2. Guide for Safety With Underground Services

- a) The Guide for Safety with Underground Services published by the Occupational Safety and Health Service (OSH) Department of Labour should be read in conjunction with this Code.

The OSH Guide deals principally with risks to health and safety and is not so concerned with damage that has no personal risk. This Code deals primarily with damage to the underground network service as a physical and operational asset or resource.

Efforts have been made to align this code to minimise conflicting requirements between the two documents. However in the event of contradictions arising the matter should be referred to all appropriate authorities before work commences or proceeds.

3. Location and Identification of Underground Services

- a) **Buried services are widespread and it should be assumed that they are present until it is proved otherwise.**

Fundamental to personal safety and the prevention of damage to assets, is the location and identification of underground services. It is a requirement of this code that all underground service plans are obtained and all services are accurately located on site prior to work commencing.

Any damage to underground services shall always be the responsibility of the Principal Provider who has commissioned the works leading to such damage.

The OSH Guide addresses the issue of location and identification in detail and its procedures are seen as additional requirement to this Code.

4. Water and Wastewater Local Networks

- a) The local distribution and collection systems for water and wastewater are generally owned and operated by the TA as separate water businesses, except Papakura District Council where United Water Limited is the local network operator. Contact details are available through the AUOG web-site or through the relevant TA.

5. Watercare Services

- a) Watercare Services Limited is responsible for the continuous supply of high quality bulk water and treatment of wastewater for the Auckland Region.

Whenever proposed civil and building works will be within 10 metres of the network of water mains and sewers (15 metres if blasting), there is a legal requirement for parties to obtain Watercare's written approval before construction commences.

The local RCA will normally advise a Principal Provider in the first instance if any proposed works in the road has any potential impact on Watercare.

6. Electricity

- a) For all work it is essential that a Principal Provider or their contractor shall obtain plans of underground services. Before any excavation work is commenced all services must be accurately located on site by an electricity network company's representative. During excavation work within one metre of high voltage sub-transmission cables an electricity network company's representative must be on site. Special requirements shall be observed when directional drilling is carried out in the vicinity of electricity cables. The electricity network company can provide additional information. Contact details are shown on the AUOG web-site. www.auog.org.nz

7. Telecommunications

- a) For all work it is essential that a Principal Provider and their contractor shall contact all suppliers of telecommunications for approval prior to commencing any work and obtain written approval for all stages of their work. To assist in this, some of the contact details are shown on the AUOG web-site. www.auog.org.nz

8. Gas

- a) For all work it is essential that a Principal Provider and their contractor shall contact all suppliers of gas for approval prior to commencing any work and obtain written approval for all stages of their work. To assist in this, some of the contact details are shown on the AUOG web-site. www.auog.org.nz

9. High Pressure Natural Gas and Petroleum Product Pipelines

- a) For all work it is essential that a Principal Provider and their contractor shall contact all suppliers of gas for approval prior to commencing any work and obtain written approval for all stages of their work. To assist in this, some of the contact details are shown on the AUOG web-site. www.auog.org.nz

Route maps of the pipelines are available from the Natural Gas Corporation and the location is generally also shown on the TA service plans.

A written permit is required to authorise and control all works within a pipeline easement or road reserve that could damage or endanger the pipelines. The permit will set out the minimum safety conditions applicable to the proposed work.

48 hours notice is required for a work permit except for emergency work.

In the case of emergency work commencing prior to Natural Gas Corporation personnel arriving at the site only hand tools should be used when digging deeper than 400mm.

10. Stormwater and Subsoil Drainage

- a) Piped stormwater systems within the road are generally owned and operated by the TA under the Local Government Act 1974. Often the piped stormwater system has subsoil drainage systems and property connections and these also form part of the overall stormwater system.
- b) The subsoil drainage system and property connections are critical to the stability and prevention of flooding of the road and in some cases are critical to the security of buildings and property fronting and adjacent to the road.
- c) Damage to the subsoil and drainage system and property connections may give rise to future remedial work and possible claims for damages from the TA and/or other parties.
- d) TA's are responsible for maintaining records of road drainage and connections and their advice should be sought before commencing work. If pipe and subsoil drainage systems not shown on the service sheets are uncovered during construction the TA shall be notified before work continues.

11. Traffic Signals

- a) Where work is to take place within 50m of traffic signals a Principal Provider shall advise the RCA through the RON and TMP process and further notify the RCA 48 hours prior to the commencement of the work.
- b) Special conditions may be imposed by the RCA to protect the detector loops and the operation of the signals.

12. Other Networks

- a) Some large companies and institutions operate underground networks within the road in order to provide links between parts and/or facilities of the organisation or to link their organisation to a service with a dedicated line.
- b) The TA and/or the Principal Provider(s) may be in a position to assist in identifying other networks if consulted.
- c) Work shall stop if unidentified networks are uncovered. Ownership shall be established and the owner of the network contacted before work recommences.

13. Industry Guidelines

From time to time there are guidelines developed covering the equitable allocation of responsibilities for co-ordinating different types of utility work. Any persons undertaking works in the road needs to be aware of existing or draft guidelines, eg. The New Zealand Committee for the Co-ordination of Power and Telecommunication Systems Inc. (NZCCPTS). For further information concerning this committee contact –

**The Secretary
NZCCPTS
3 Moehau Grove
Upper Hutt 6007**

1. Land & Water Pollution and the Auckland Regional Council

Under the Resource Management Act 1991 (the "Act") the Auckland Regional Council (the "ARC") is responsible for the management of the Auckland region's environment in order to protect natural habitats and resources (land, air and water) and sustain them for future generations.

One of the ARC's many functions is the prevention of land and water pollution.

2. How Does Water Pollution Occur?

Land and water pollution occurs when any substance that is not naturally found in harmful quantities in the environment contacts unsealed ground or enters a natural body of water. When a substance leaks or spills from its container, or is poured or washed onto the ground, it usually flows into a stormwater drain. These drains carry the pollutant untreated, to the nearest natural water body such as a stream, lake or harbour, spreading the pollution to the wider aquatic environment.

Sometimes the substance soaks into the ground, contaminating land and eventually polluting underground water reservoirs called 'aquifers'. These aquifers are often used for drinking water or for manufacturing and farming activities. Usually, near surface aquifers contribute water to adjacent streams and lakes.

Everyday, many such 'releases' of pollutants occur throughout the Auckland region due to ignorance, inattention, accident or malice. Whether large or small, at home or at work, they all result in the pollution of our environment.

3. The Law

Section 15 of the Act prohibits unauthorised discharges of contaminants to land and water. Put simply, this means that nothing but clean rainwater is to be discharged onto the ground, into stormwater drains or into natural waters, such as streams, lakes or the sea without authorisation from the Regional Council. It is illegal to cause pollution and there are substantial penalties, including fines and imprisonment for those who do so.

Section 17 of the Act also makes individuals responsible for ensuring that their activities do not result in pollution. Every person must take responsibility for his or her actions. If you are the director of a company, you must ensure that all of your staff is aware of this responsibility.

Section 340 of the Act also makes you responsible for the activities that are carried out on your behalf ie. employees or sub-contractors activities, and you can therefore be held liable for any unauthorised discharges that may occur.

4. Regional Council Role

The ARC's Pollution Control Team helps the residents of the Region prevent pollution and enforces the RMA when necessary. The Pollution Control Team operates a 24-hour Water Pollution Hotline (phone 377 3107), conducts site visits and provides education on water pollution issues.

The main ARC focus related to utility activities in the road is to:

- a) Protect the regions ground and surface water from point source pollution and the acute impacts on our waterways.

Advise and educate council, utility operators and their contractors on management of:

- - sites/products/chemicals
- - emergencies/spills
- - land contamination issues
- - wastes

Consider legal liability and enforce where needed.

5. Common Pollution Problems Associated with Utility Operator Activities.

Most pollution occurs due to people and /or companies failing to identify the environmental risk posed by their activities and failing to put in place appropriate procedures, whether those procedures are standard operational ones or for response to emergencies, to manage those risks and failing to train staff.

The most common activities and their associated pollutants posing a risk to the environment from Utility Operator operations are:

- Road/concrete cutting - sediment/high pH/hydrocarbons
- Directional drilling - sediment/additives/lubricants
- Soil/waste storage - sediment/toxic contaminants
- Sediment control - sediment
- Vehicle, equipment and work area cleaning - sediment, detergents, oils & greases etc

6. Regional Council Educational Material

The ARC produces a series of information sheets called *Pollutionfacts*, these provide advice on how to recognise and prevent pollution from the activities outlined above. These information sheets include but are not limited to:

- Why Preventing Water Pollution is Important (UPC 01)
- Sediment as a pollutant (Land facts 02)
- Chemical Storage (UPC 03)
- Being Prepared for a Spill (UPC 04)
- Painting Wastes (UPC 05)
- Used Oil & Oily Wastes (UPC 06)
- Concrete and Asphalt Working Wastes (UPC 09)
- Vehicle & Equipment Washing (UPC 10)
- Drilling (UPC 13)
- Water Blasting (UPC 15)
- Walking on Water - Our City's underground waters

7. Joint Responsibilities and Obligations

Within this code both the principal provider and the contractor need to recognise their joint responsibilities.

The ARC expects that environmental risks are identified and sufficient written instructions and supervision would be included in the principal providers contracts to avoid discharges of contaminants to the environment from its own and contractor activities.

An awareness of the issues, appropriate action plans and associated costs related to pollution prevention and control, by contractors is a criteria for **pre-qualification** for working in the road.

8. Good Environmental Practices

Acceptable Best Management Practices ("BMP's") based on industry standards and the ARC's material are to be developed for -

- Project Work
- Major / Minor Work
- Emergency Work

Appendix 6.4 Road Opening Notice (RON) 6.2.3 (Standard)

Contact information for "Owners of Other Networks" (below) may be viewed at www.auog.org.nz

RON # _____

PURSUANT TO: (tick one)

- Sections 24 and 25 of the Electricity Act 1992
 Sections 135, 136 & 142 of the Telecommunications Act 2001
 Local Government Act 1974

- Sections 25 and 26 of the Gas Act 1992
 Auckland Metropolitan Drainage Act 1960

I (name) _____ as Representative for the Principal Provider detailed below, notify:

RCA(s) <input type="checkbox"/> Auckland City Council <input type="checkbox"/> Franklin District Council <input type="checkbox"/> Manukau City Council <input type="checkbox"/> Papakura District Council <input type="checkbox"/> North Shore City Council <input type="checkbox"/> Rodney District Council <input type="checkbox"/> Waitakere City Council		Owners of Other Networks <input type="checkbox"/> CityLink <input type="checkbox"/> Metrowater <input type="checkbox"/> Natural Gas Corporation <input type="checkbox"/> Tangent <input type="checkbox"/> Telecom <input type="checkbox"/> TelstraClear	<input type="checkbox"/> UnitedNetworks <input type="checkbox"/> Vector <input type="checkbox"/> Vodafone <input type="checkbox"/> Watercare <input type="checkbox"/> Council (Water) <input type="checkbox"/> United Water <input type="checkbox"/> Other.....
---	--	--	---

Of intention to undertake the following work for and on behalf of:

PRINCIPAL DETAILS

Company				Project Manager		
Phone	Day	A/H	Mobile	Fax		

Type of Work: (tick one)

- Project Major Minor Emergency

Location of Work: (indicate all aspects)

- Within 50m of Traffic Signals Footpath Berm Carriageway

Details of Work (indicate all aspects):

- Open trenching Trenchless construction Installing pedestal/s
 Installing cabinet/s Installing chamber/s Installing other structure (specify below)
 Installing pole/s Removing structure (specify below)

Description of Work						
Address of Work (incl. Street numbers)						
Special Requirements eg storage, stockpiling						
Utility Reference No				Resource Consent No (If relevant)		
Estimated Start Date	Estimated Completion Date		Duration (Days)			
Proposed Work Hours						

CONTRACTOR DETAILS:

Company				Contact		
Address						
Phone	Day	A/H	Mobile	Fax		

If you seek to impose any conditions on the proposed work, please notify the undersigned within -

- 20 working days for telecommunication work 15 working days for all other work

ACCEPTANCE BY PRINCIPAL PROVIDER

We hereby agree for or on behalf of the Principal Provider to comply in full with the requirements of the Code of Practice for Working in the Road Auckland Region, and to keep this notice on site while work is in progress.

Signature _____ Date _____

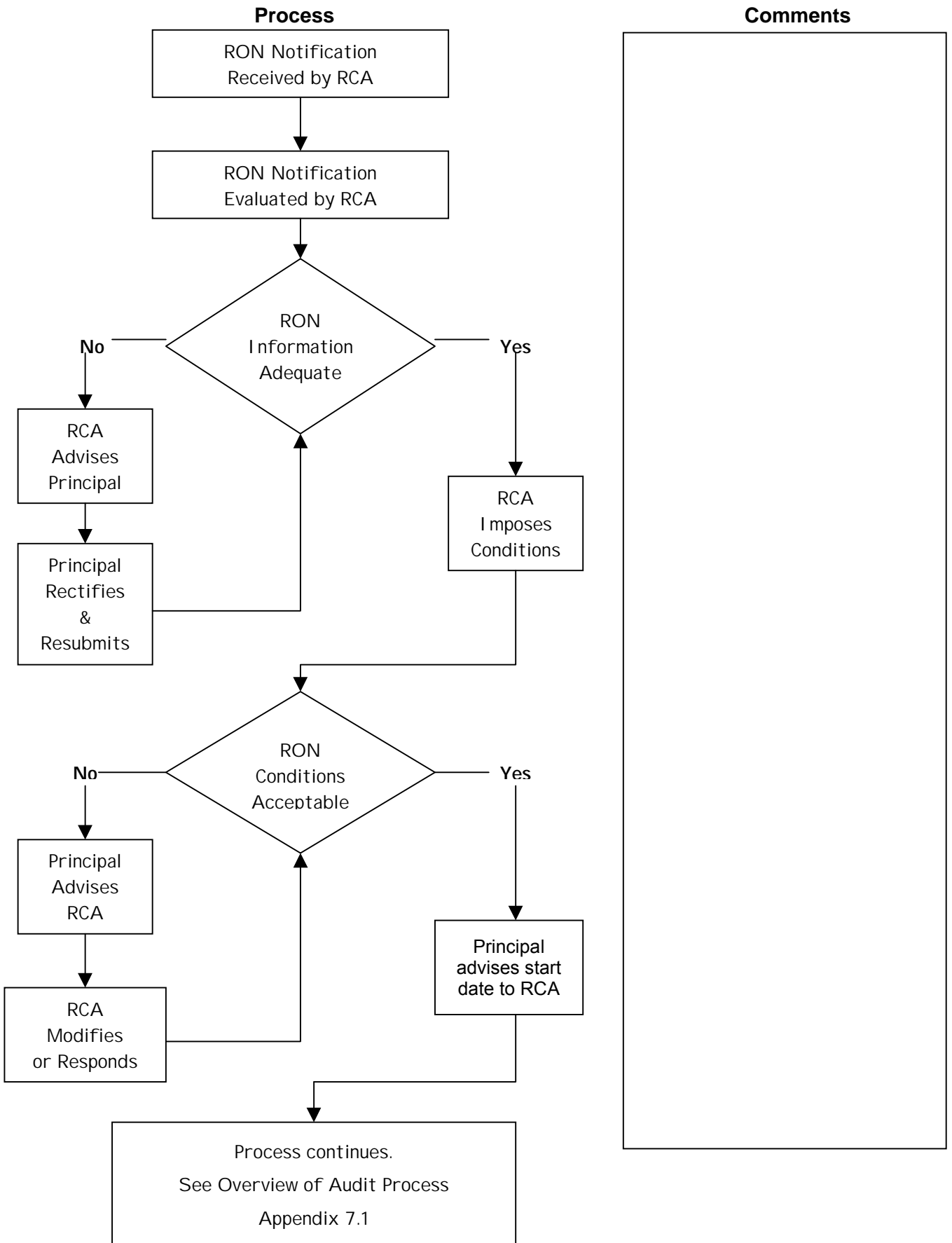
FOR RCA APPROVAL USE ONLY

All specific conditions imposed by the RCA in relation to the works described by this notification are appended. Commencement of the work described will be deemed by the RCA as acceptance of those conditions by the Principal Provider and the Contractor. Note: All work must comply with Health and Safety Act 1991 or any amendments thereto. This notification is valid for 3 months from date of issue.

Signed (on behalf of RCA) _____ Designation _____

Print Name _____ Date of Issue _____

Appendix 6.5 Overview of the RON Process 6.2.5 (Guideline)



Communication Strategy Content.

1. The purpose and description of the project is.
2. Benefits of this project are.
3. Key stakeholders include for example.
 - Customers who will benefit from the project
 - Business Associations and affected retailers or business in the area
 - Pedestrian and vehicle or road users who travel the route
 - Media
 - Emergency services including Police, Ambulance and Fire
 - Transport companies including passenger transport operations
 - Schools, hospitals or other community facilities
 - Community Boards
 - Road Controlling Authority
 - Local Residents
4. Objectives
 - To minimise disruption to residents, businesses, and commuters along the route of the project by addressing matters of potential inconvenience.
 - To ensure access for emergency services at all times
 - To reach agreement with passenger transport operators to ensure access is maintained or alternative arrangements are in place.
 - To keep all affected stakeholders informed and give them certainty about the scope and duration of works.
 - To demonstrate high standards of professionalism and competence in consultation processes.
5. Key Matters for Communication
 - Route – an evaluation of options
 - Timing and extent of disruption to residents and business and other stakeholders
 - Process of Notification
 - Method of installation and reinstatement
 - Process of complaint for customers (who they will call, how and when)
 - Measures to be taken to minimise disruption to residents and/or business and other stakeholders.
6. Stakeholders
 - It is important that the benefits associated with the project are clearly communicated to the affected stakeholders. Key stakeholders must be approached and provided with the appropriate level of information. Regular updates must be provided on the progress of the project
7. Key messages: (Examples)
 - The new service will provide you with more choice of suppliers.
 - The route and methodology has been carefully designed and consultation has taken place with TLA.
 - Description will be minimised and regular updates of the project will be made available.
 - Reinstatement will take place in accordance with the RCA Code of Practice.
 - Acknowledgment of your patience and cooperation
 - You can call 0800 Example to address any concerns you may have

**Appendix 6.6b Communication Strategy Including Customer Enquiry Process
6.3.4 (Example)**

Action	Target Audience	Timing
<p><i>Media</i></p> <p>Press release covering</p> <ul style="list-style-type: none"> • Project description & purpose • Route & detours • Timing & extent of disruption 	<ul style="list-style-type: none"> • All Stakeholders 	<ul style="list-style-type: none"> • At least once, the first notice to appear at least four weeks prior to commencement.
<p><i>Letters</i></p> <p>Content Includes:</p> <ul style="list-style-type: none"> • Expected commencement date • Why works need to be done • Expected timeframe • Benefits • Extent of disruption, • Maintaining access • Thank you for your patience 	<ul style="list-style-type: none"> • Business Association • Affected business and residents • Community Board/Local MP's • Passenger Transport Operators • Emergency Services • People Intensive activity Areas e.g. sports centres, preschools, schools, hospitals 	<ul style="list-style-type: none"> • At least three weeks prior to commencement of works, except for residents where 7 days notice is acceptable
<p><i>Passenger Transport Operators & Key Stakeholders</i></p> <ul style="list-style-type: none"> • Personal visit and letter drop • How they will be affected, confirm and action any alternative arrangements that may be required e.g. temporary relocation of bus stops 	<ul style="list-style-type: none"> • Relevant affected transport operators • Affected business and residents • Commuters 	<ul style="list-style-type: none"> • 1st consultation at least four weeks prior to commencement of works • Provide regular updates on a weekly basis
<p><i>Customer Direct Communications</i></p> <ul style="list-style-type: none"> • Personal visits 	<ul style="list-style-type: none"> • Affected business along the route • Educational institutions • Business Associations • Community Boards, if required 	<ul style="list-style-type: none"> • Not more than five days and at least 48 hours prior to work commencing
<p><i>On site</i></p> <ul style="list-style-type: none"> • Sign indicating information as set out in 6.4.2.12 	<ul style="list-style-type: none"> • Commuters • Residents • Business 	<ul style="list-style-type: none"> • On site for duration of works
<p><i>Internal Communication</i></p> <p>Principal Provider & RCA</p> <ul style="list-style-type: none"> • Briefing of relevant staff, including conditions and expectations from the project • Specify process for managing customers 	<ul style="list-style-type: none"> • All relevant staff and contractors 	<ul style="list-style-type: none"> • Prior to commencement of works • Refer to guide for customer enquiry process (next page)

**Appendix 6.6c Customer Enquiry Process 6.3.4
(Example)**

