


PROJECT STAKEHOLDER COMMUNICATIONS PLAN

DCO Requirement 22 (2)(i)

Project	East Anglia TWO Offshore Windfarm	Classification	Public
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Summary of Changes (Latest revision only)

Finalised for discharge

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REVISION SUMMARY

Rev	Date	Prepared by	Checked by	Approved by
1	18.07.2024	Kay Griffin	David Lewis	Ming Cole
2	12.12.2024	Kay Griffin	David Lewis	Ming Cole
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FOR DISCHARGE



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1. ABBREVIATIONS

BEIS	Department of Business, Energy and Industrial Strategy
CDM	Construction Design and Management Regulations
CLO	Community Liaison Officer
CoCP	Code of Construction Practice
DCO	Development Consent Order
EA ONE	East Anglia ONE Offshore Windfarm
EAONL	East Anglian One North Limited
EA THREE	East Anglia THREE Offshore Windfarm
EA ONE North	East Anglia ONE North Offshore Windfarm
EA TWO	East Anglia TWO Offshore Windfarm
EA2	East Anglia TWO Limited
ESC	East Suffolk Council
MP	Members of Parliament
MW	Megawatt
PID	Public Information Day
PSCP	Project Stakeholder Communications Plan
SPR	ScottishPower Renewables
SCC	Suffolk County Council

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2. INTRODUCTION AND SCOPE

2.1 PROJECT OVERVIEW

East Anglia TWO Limited (EA2), a wholly owned subsidiary of ScottishPower Renewables (SPR), was awarded a Development Consent Order (DCO) by the Secretary of State, Department of Business, Energy and Industrial Strategy (BEIS) on 31st March 2022 for the East Anglia TWO Offshore Windfarm (EA TWO), under the Planning Act 2008. The DCO granted consent for the development of an offshore windfarm and associated infrastructure.

- The construction works will be spread across a 9.7km corridor between the Suffolk coast at Thorpeness and the substation at Friston, passing to the south of Leiston. The infrastructure to be installed for EA TWO comprises:
- The landfall site at Thorpeness with up to two transition bays containing the connection between the offshore and onshore cables;
- Up to six onshore electrical cables (single core);
- Up to two fibre optic cables;
- Up to two distributed temperature sensing cables;
- Up to 19 jointing bay locations;
- A new onshore substation at Grove Wood, Friston;
- A new National Grid substation, including cable sealing end compounds and a cable sealing end (with circuit breaker) compound;
- Up to six electrical cables to link the substation at Friston to the National Grid Substation; and
- Connection to the existing overhead lines pylons in proximity to the National Grid substation.

The EA TWO project is being developed in parallel to the proposed East Anglia ONE North Offshore Windfarm (EA ONE North), which benefits from its own DCO. EA ONE North is adjacent to the EA TWO project, within the same development order limits (DOL). EA ONE North is subject to project specific Requirement Discharge Documents. EA ONE North works and consenting matters are not covered by this document.

The National Grid infrastructure has been consented as part of both the EA ONE North and EA TWO DCOs but will be constructed by National Grid.

2.2 PURPOSE AND SCOPE


This Project Stakeholder Communications Plan (PSCP) has been produced as an appendix to the EA TWO Code of Construction Practice (CoCP) documents and is applicable to all stages of the onshore works to fulfil DCO Requirement 22 (2) (i) which states:

2.2.1 Code of Construction Practice

*22.— (2) The Code of Construction Practice shall include -
(i) a Project Stakeholder Communications Plan.*

The scope of this document relates to the community and public relations procedures associated with the onshore construction works for the EA TWO project, including the National Grid works (i.e. Work No.s 6 to 43). The procedures contained within this PSCP will only be revised with the agreement of East Suffolk Council (ESC).

This PSCP aims to ensure that the construction works are fully communicated to interested parties and that procedures comply with DCO Requirements and construction best practice as set out in the CoCP. It sets out the communication measures which EA2 and NGET will be required to adopt and implement during any of the EA TWO onshore construction works. Therefore, the purpose of this plan is:

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- To ensure a clear understanding and consistent approach across EA TWO and by all EA2's contractors.
- To ensure that the local community and stakeholders are informed in a timely manner of any works being undertaken.
- To ensure a clear understanding and consistent approach across all the ScottishPower Renewables (SPR) East Anglia projects (i.e. EA ONE North, EA TWO and East Anglia THREE Offshore Windfarm).
- To provide a record of communication activity for EA2's onshore construction works.

3. COMMUNITY ENGAGEMENT OBJECTIVES

From consent and throughout construction, SPR and NGET understand the importance of the continuation of transparent and inclusive community engagement.

We know that this is the point at which we deliver on the commitments made throughout the Application and Examination phase and we know the importance of continuing to build relationships.

The action and measures set out in this Project Stakeholder Communications Plan will be the responsibility of EA2's stakeholder team, NGET's stakeholder team and also the Principal Contractors of both developers, as applicable.

4. COMMUNITY RELATIONS APPROACH

4.1 KEY ROLES

Communication with the public will be undertaken using a variety of methods including face-to-face contact, telephone, email, online and public engagement events, all of which are defined in this section.

Key personnel will also be in place to ensure that general and specific queries from the public and other stakeholders can be answered appropriately. They include:

- A Senior Stakeholder Manager to oversee all engagement with communities and those with an interest in the EA TWO project.
- A Community Liaison Officer (CLO), who will be local to the area and who will deal with day-to-day queries and maintain a log of issues.
- A Land Manager who will manage all landowner-related issues and concerns.
- A Consent Compliance Manager to ensure that all activities comply with what has been consented in the project's DCO.
- A Communications Manager to oversee all internal and external news relating to the project.

4.1.1 Construction Management Team


The onshore construction works will be overseen by an SPR Construction Management Team and NGET Construction Management Team, as relevant. This team includes the following key roles:

- Construction Managers for each stage of the project (including the Substations (i.e. EA TWO, EA ONE North and the NGET substations) and Cable Route) who will ensure that construction is undertaken on schedule and to the agreed specification.
- Client Representatives who will oversee activities on site during the construction works.
- Traffic Co-ordinator who will oversee the traffic management and general logistics on site and in the Construction Design and Management (CDM) area.

4.1.2 Community Liaison Officer (CLO)

A CLO will support the EA TWO project. The individual will work with the Construction Management Team and will travel to and around the site as required.

They will manage and respond to any public concerns, queries or complaints and will maintain a record of all correspondence. The CLO will act as a single point of contact. The main responsibilities of the CLO will include:

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- Ensuring effective and open communication with local residents and businesses that may be affected by the construction works.
- Maintaining a proactive public relations campaign, keeping local residents informed of the type and timing of works involved, paying particular attention to activities which may occur in close proximity to receptors.
- Keeping local residents informed through a combination of communication channels, for example mailshots, project website and parish council meetings.
- Responding to any public concerns, queries or complaints in a professional and diligent manner.
- They will review contractors' programmes to identify potential community concerns, provide appropriate notices/information to the local community, identify a solution where appropriate and ensure such solutions are followed through.
- In addition, they will be aware of activities taking place on other SPR projects in the area, to ensure consistency of messaging and efficient delivery of the plan.

Internally, the CLO will work closely with the:

- Senior Stakeholder Manager
- CLOs for other SPR East Anglia projects
- The SPR and NGET Construction Management Teams
- Land Manager
- EA TWO Consent Compliance Team
- Substation Contractors and Sub-contractors
- Cable Contractor and Sub-contractors
- Agricultural, Arboricultural, Environmental and Ecological Clerk of Works etc.

Externally, the CLO will work closely with:

- Suffolk County Council (SCC) Officers
- ESC Officers
- Local Communities, Interest Groups and Organisations
- Parish Councils, residents and businesses primarily within the parishes of Friston, Knodishall, Aldringham cum Thorpe, Leiston cum Sizewell, Aldeburgh and Snape and other interested parties as relevant.

4.2 CODE OF CONSTRUCTION PRACTICE

To help ensure that local communities are fully informed regarding construction procedures for the EA TWO onshore construction works, the CoCP will be published on the EA TWO section of the SPR and NGET project websites. Links to which will be provided by email to key stakeholders and interested parties alongside this Project Stakeholder Communications Plan.


These key stakeholders and interested parties include:

- Parish councils along the cable route and in the vicinity of the substations
- Parish Councils in highways improvement areas or on transportation routes
- County and Borough/District Councillors from divisions and wards along the cable route, and
- Interested parties as defined, such as local interest groups.

The Land Manager will send a website link to the CoCP to all landowners with an interest in the project.

The Stakeholder team will endeavour to provide a publicly accessible paper copy of the CoCP in a public venue, dependent on venue agreement. Details to be published on the project website.

The CoCP will provide adequate detail on the processes and procedures that will be undertaken during construction. However, if interested parties require further details, the document identifies which appendices should be referenced to related issues and all of the appendices will be made available, in full, on the project website.

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5. COMMUNICATION APPROACH AND CHANNELS

5.1 SPR AND NGET PROJECT WEBSITES

The SPR website will be the hub for all information on the project including the project overview, current and planned activity, timelines and hours of working, including any additional hours as necessary, and contact details.

The SPR Stakeholder Team will ensure that information about the construction works is available on the project website throughout all phases of the project. This will include information on what the works comprise, their location, associated dates and timings and a link to the CoCP and related appendices. In addition, there will be regular updates on traffic calming measures and road closures, any disruptions to services and contact information. The project website will also provide information on other SPR projects in East Anglia. This will ensure that readers are aware that other activities are taking place in the area in addition to the works for EA TWO.

The website will also include the addition of a subscription option where individuals can register to receive detailed updates on the construction works. The existing database held by EA2 (established during the pre-application stage of the DCO Application) will continue to be utilised to provide more general project updates.

The CLO can be contacted via the EA2 Project email address or via telephone, both of which will be available on the SPR website. The NGET website will also contain contact email and freephone number details and also the construction programme. The NGET website will be referenced from the SPR website.

5.2 PROJECT UPDATES

Keeping communities in the vicinity of our works updated is key to maintaining transparency and managing expectations, as well as allowing for questions and concerns to be raised prior to activity commencing. This will include, but is not limited to the following:

- Regular email updates on the project sent to registered subscribers and those who have previously engaged with the project to keep them informed of the overall project activity, locations and associated dates and timings.
- Localised updates to residential and business properties near the cable route or substation works, or highways improvement areas via email or post (as necessary).
- Email updates to Parish Councils in the relevant area to ensure that they are aware and are able to answer questions raised by their communities.
- Website updates to provide key information on activity taking place across the onshore development area.
- Parish Council meeting attendance to provide updates as required.


5.3 FACE-TO-FACE ENGAGEMENT

Providing an opportunity for the local community and interested parties to meet members of the team and supporting technical experts allows people to gain a greater understanding of the development and the construction activities involved. Prior to, and throughout the construction period, we will carry out various methods of face-to-face engagement including, but not limited to, the following:

- **Pre-construction events** – to take place prior to the start of construction. The events will help to inform local communities about the overall project, what the works involve, timelines, and other key information such as working hours. The pre-construction events will be co-ordinated between SPR and NGET with both companies in attendance as relevant.

Events will be held in the vicinity of the onshore substation construction area and relevant locations along the onshore cable route and neighbouring areas, primarily: Friston, Knodishall, Aldringham cum Thorpe, Leiston cum Sizewell, Aldeburgh and Snape.

To support and provide technical expertise where relevant, the following will be asked to attend, as required:

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- The Lead Construction Manager
- Client Representatives
- Traffic Co-ordinator
- Environmental Manager
- Landscape Manager
- Stakeholder Team
- Contractor Teams

Details of the events will be sent to Parish Councils and councillors along the onshore cable route, as well as MPs and landowners. Events will be advertised in the East Anglian Daily Times. Emails will be sent to all those who had registered on the website to receive updates about the project.

- **Construction phase events** - information events will continue throughout the construction phase allowing communities to continue to talk to the project teams about the project and specific works. In attendance will be the necessary teams as indicated above as well as additional support from contractors as required, dependent on the topic. These events might include:

- Landfall and/or Development Area information events or site visits - for local residents, the local planning authorities and other interested parties, to provide an opportunity to see the equipment and gain a greater understanding of the works. This will allow stakeholders to experience first-hand how noise and dust is minimised and how traffic is managed in and out of the HDD site.
- Archaeology information event - held in conjunction with our archaeology contractors to talk about any excavations and finds and their significance. A separate document will be produced by the Archaeological Contractor and EA2 which will set out the approach to archaeological outreach as part of the Archaeological Mitigation Works.

These events would be held in the villages directly affected by the onshore substation construction and along the onshore cable route, primarily: Friston, Knodishall, Aldringham cum Thorpe, Leiston cum Sizewell, Aldeburgh and Snape. Details of the events will be sent to Parish Councils and councillors along the onshore cable route, as well as MPs and landowners. Events will be advertised in the East Anglian Daily Times. Emails will be sent to all those who have registered on the website to receive updates about the project.


- **Parish Council meetings** – Parish Councils will be made aware via email and the project website, that they can request SPR /NGET attendance at meetings. Consideration will be given to each request.
- **Talks/presentations** - given to Chambers of Commerce, Rotary Clubs etc. and those who have general or specific interest in the project. Organisations will be made aware via email and the project website, that they can request SPR/NGET attendance at events and meetings. Consideration will be given to each request.

5.4 CONSTRUCTION COMMENCEMENT AND BEYOND

Four weeks prior to the start of the main construction phase on the project, the following communications will be undertaken.

5.4.1 Emails and Notices

- Representatives from the Project will contact the Highways Officers at SCC to confirm start dates and timings of works and provide details about any public exhibitions and drop-in events.
- The CLO will send e-mails to the relevant councils and other stakeholders informing them of dates and timings of works and providing details about any public exhibitions and drop-in events.
- The Land Manager will send e-mails to landowners, informing them of dates and timings of works and providing details about any public exhibitions and drop-in events.
- SPR Corporate Affairs/NGET External Affairs will notify the relevant MPs as necessary with respect to major works, any public exhibitions and drop-in events.

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- Information notices will be placed along the cable route on the perimeter fencing (by the Principal Contractor) and on the project website:
 - The Construction Management Team and the EA2 Land Manager will arrange for information notices to be put up on the perimeter fencing by the contractors/land agents.
 - The Stakeholder Team will publish information notices about major works on the project website.

5.4.2 Letters

The CLO will organise letters to individual addresses in the vicinity of the works to inform residents about intrusive activities and how people will be able to access further information.

5.4.3 Public Information Days

Public Information Days (PIDs) will be held prior to the start of the main construction works. These will take place in the vicinity of the works to provide people with updates and details of the activities to be carried out. Further PIDs will take place throughout construction as necessary. See Section 5.3 for further detail.

Suggested locations would be village halls or other venues in villages within the vicinity of the development area, with priority given to Friston, Knodishall, Aldringham-cum-Thorpe, Leiston-cum-Sizewell, as well as Aldeburgh, and Snape.

5.4.4 Adverts/Articles

Adverts/articles about the commencement of works will be placed in the local press. These adverts/articles will provide information about planned public exhibitions, where they are to be located, together with drop-in event times.

Publication will be in the local press and we will consider placing adverts, articles and notices in parish magazines if available.

5.4.5 Parish Council Meetings and Special Engagements

Parish Councils and other interested bodies requesting a meeting and events requesting a speaker and supporting presentation, will be considered and honoured as necessary.

Parish Councils in the relevant area will be contacted (in writing) in advance of the proposed works and ahead of key milestones. This information will include indicative details of the schedule and working hours, the nature of the works, and a contact name and telephone number with the project email address in case of complaint or query. Enquiries will be dealt with in an expedient and courteous manner. Any complaints will be logged, investigated and, where appropriate, rectifying action will be taken.

5.4.6 Sensitive Neighbours


EA2 recognises the sensitivities of certain properties within the vicinity of the onshore development area. In particular, EA2's stakeholder team will engage with the Wardens Trust, St Mary the Virgin Church in Friston, and the occupants of other noise sensitive premises within 100m of the works. Information obtained from this engagement will be used to prepare specific noise control plans for each noise sensitive premises.

5.4.7 Newsletter

An SPR Newsletter is published on average, twice a year. This will include details about all the East Anglia projects, skills and employment opportunities and wider SPR activity.

5.4.8 Enquiries/issues

The CLO will be accessible directly via the Project mailbox and a mobile phone number. It is advised that all public enquiries relating to the onshore construction works are directed to the CLO and to the project mailbox (see details below), where it can be managed by a colleague should the CLO be unable to respond due to holiday, sickness or other commitments. The CLO will ensure that there is a record of all issues raised for management and reporting purposes.

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In the event of an emergency outside of normal office hours, the CLO's mobile voicemail will provide all relevant 24-hour helplines of contractors working on site, in order that an on-duty member of the relevant contractor's Management Team can be reached to facilitate resolution. Helpline details will also be provided on the project website.

The CLO will aim to acknowledge emails within three working days and endeavour to provide a response within one working week. However, there may be instances when the response takes longer because information is required from other parties.

NGET will acknowledge emails within a day of the inquiry, provide an update (if not a full response) within 10 working days and provide a response within 20 working days. (if it was necessary to send an update within 10 working days) as per their policy.

A report of activity and any matters requiring action or consideration will be raised with ESC and/or SCC at the regular steering group/Implementation meetings.

Contact details for the Project are available on the project website and in any communications nearer to the start of the works. Contact details will be clearly displayed by the Principal Contractor at suitable positions along the site boundary to allow members of the public to raise comments on construction related issues.

Contact details for the Community Liaison Officer (CLO) Reecia Cullen will be available in notifications and letters and from staff on site. The CLO can be contacted via the Project email: eastangliatwo@scottishpower.com, or via mobile: 07393250258. Additional support and wider East Anglia project queries can also be directed to the SPR Senior Stakeholder Manager, Joanna Young. Mob: 07738 063 259; eastangliatwo@scottishpower.com

It is advisable to send queries to the project mailbox (eastangliatwo@scottishpower.com), so that they can be picked up should the CLO be unavailable.

Queries relating to the other East Anglia projects can be sent/copied to the following mailboxes: eastangliathree@scottishpower.com; eastangliaonenorth@scottishpower.com and eastangliaone@scottishpower.com.

The process for contacting SPR is set out in more detail in an additional EA TWO Complaints Procedure which will be published on the project website. This sets out how complaints will be managed and states that all enquiries will be logged, investigated and rectifying action taken when deemed appropriate.

The EA TWO Complaints Procedure and the CoCP emphasise that enquiries will be dealt with in an expedient and courteous manner.

NGET will also have a separate email and enquiries number specific to the NGET works at their substation and associated infrastructure.