Project Community and Public Relations Procedure
DCO Requirement 22 (2)(i)

(Applicable to Work Numbers 5B to 69)

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Revision Summary				
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Description of Revisions			
Rev	**Page**	**Section**	**Description**
1	ALL	ALL	New Document
2	ALL	ALL	Amended following review of Interim Draft document by MSDC (17/05/21) and ESC (27/10/21)
3	4 and 8	1.1 and 5.3	Issued for discharge with minor amendments. No comments were received from stakeholders on the Final Draft document.

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1. INTRODUCTION AND SCOPE

1.1. Project Overview

1. East Anglia Three Limited (EATL) was awarded a Development Consent Order (DCO) by the Secretary of State, Department of Business, Energy and Industrial Strategy (DBEIS) on 7 August 2017 for the East Anglia THREE Offshore Windfarm (EA THREE). The DCO granted consent for the development of a 1,200MW offshore windfarm and associated infrastructure and is live until 28 August 2022.

2. The DCO has now been subject to three non-material variations:

- In March 2019 EATL submitted a non-material change application to DBEIS to amend the consent to increase the maximum generating capacity from 1,200MW to 1,400MW and to limit the maximum number of gravity base foundations to 100. In June 2019 DBEIS authorised the proposed change application and issued an Amendments Order.
- In July 2020 EATL submitted a second non-material change application to DBEIS to amend the parameters of its offshore substations (reducing the number of these to one) and wind turbines (a decrease in the number of turbines and an increase in their hub height and rotor radius). On 15 April 2021 DBEIS authorised this proposed change application and issued an Amendments Order.
- In August 2021 EATL submitted a third non-material change application to DBEIS to amend the consent to remove the maximum generating capacity of 1,400MW and to amend the parameters of its wind turbines (a decrease in the number of turbines and an increase in their hub height and rotor radius). The application is currently in the consultation phase.

3. The onshore construction works associated with EA THREE will have a capacity of 1,400MW and transmission connection of 1,320MW. The construction works will be spread across a 37km corridor between the Suffolk coast at Bawdsey and the converter station at Bramford, passing the northern side of Ipswich. As a result of the strategic approach taken, the cables will be pulled through pre-installed ducts laid during the onshore works for East Anglia ONE Offshore Windfarm (EA ONE), thereby substantially reducing the impacts of connecting to the National Grid (NG) at the same location. The infrastructure to be installed for EA THREE, therefore, comprises:

- The landfall site with one associated transition bay location with two transition bays containing the connection between the offshore and onshore cables.
- Two onshore electrical cables (single core).
- Up to 62 jointing bay locations each with up to two jointing bays.
- One onshore converter station, adjacent to the EA ONE Substation.
- Three cables to link the converter station to the National Grid Bramford Substation.
- Up to three onshore fibre optic cables, and
- Landscaping and tree planting around the onshore converter station location.

4. Since the granting of the DCO, the decision has been made that the electrical connection for EA THREE will comprise a high voltage direct current (HVDC) cable rather than a high voltage alternating current cable and, therefore, the type of substation that will be required is a HVDC converter station. The substation will, therefore, be referred to here as a 'converter station' and this amended terminology has been agreed with the relevant authorities on 15 October 2020. It has also been determined that only one converter station will be constructed rather than two and that the converter station will be installed in a single construction phase.

1.2. Purpose and Scope

5. This Project Community and Public Relations Procedure (PCPRP) has been produced as an appendix to the EA THREE Code of Construction Practice (CoCP) documents for all stages of the onshore works to fulfil DCO Requirement 22 (2) (i) which states:

> ***Code of construction practice***
>
> *22.— (2) The code of construction practice shall include— ....*
>
> *(i) a Project Community and Public Relations Procedure.*

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6. The scope of this document relates to the community and public relations procedures associated with the onshore construction works for the EA THREE project (i.e. Work No.s 5B to 69). The procedures contained within this PCPRP will only be revised with the agreement of Mid Suffolk District Council (MSDC), Babergh District Council (BDC) and East Suffolk Council (ESC).

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

- To ensure a clear understanding and consistent approach across EA THREE and by all EATL's contractors.
- To ensure that the local community and stakeholders are informed in a timely manner of any works being undertaken.
- To reduce the likelihood that conflicts will occur between aspects of the project in terms of external relationships and internal resource.
- To maximise and take advantage of potential synergies in consultation/communication.
- To ensure a clear understanding and consistent approach across all the ScottishPower Renewables (SPR) East Anglia projects (i.e. EA THREE and East Anglia ONE NORTH and East Anglia TWO Offshore Windfarms).
  To provide a record of communication activity for EATL's onshore construction works.

2. ABBREVIATIONS

BDC	Babergh District Council
CDM	Construction Design and Management Regulations
CLO	Community Liaison Officer
DBEIS	Department of Business, Energy and Industrial Strategy
DC	Direct Current
DCO	Development Consent Order
EA ONE	East Anglia ONE Offshore Windfarm
EA THREE	East Anglia THREE Offshore Windfarm
EATL	East Anglia THREE Limited
ECoW	Ecological Clerk of Works
ESC	East Suffolk Council
ES	Environmental Statement
HVDC	High Voltage Direct Current
LPA	Local Planning Authorities
MP	Members of Parliament
MSDC	Mid Suffolk District Council
MW	Megawatt
NG	National Grid
PID	Public Information Day
PCPRP	Project Community and Public Relations Procedure
SPR	ScottishPower Renewables
SCC	Suffolk County Council

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3. COMMUNITY ENGAGEMENT OBJECTIVES

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

9. 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.

4. COMMUNITY RELATIONS APPROACH

4.1. Key Roles

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

11. 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 Stakeholder Manager to oversee all engagement with communities and those with an interest in the EA THREE project.
- A Community Liaison Officer (CLO), who will be based on site as necessary and who will deal with day-to-day queries and maintain a log of issues (see Appendix 1 on the CLO role).
- 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

12. The onshore construction works will be overseen by a SPR Construction Management Team. This team includes a number of key roles:

- Construction Managers for each stage of the project (including the Converter Station 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 and Travel Plan 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)

13. A CLO will be appointed in accordance with the job specification presented in Appendix 1. The individual will work with the Construction Management Team, with travel to and around the site, as required.

14. They will manage and respond to any public concerns, queries or complaints and will maintain a record of all correspondence.

15. 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.

16. In addition, they will be aware of activities taking place on other proposed SPR projects in the area, to ensure consistency of messaging and that synergies between projects can be maximised.

17. Internally, the CLO will work closely with the:

- Stakeholder Manager
- CLOs for other SPR East Anglia projects
- The Construction Management Team
- Land Manager

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- EA THREE Consent Compliance Team
- Converter Station Contractor and sub-contractors
- Cable Contractor and sub-contractors
- Agricultural, Aboricultural, Environmental and Ecological Clerk of Works etc.

18. Externally, the CLO will work closely with the:

- Emergency Services
- Suffolk County Council (SCC) Officers
- Local Planning Authorities (LPAs) Officers
- Local Communities, Interest Groups and Organisations
- Parish Councils, residents and businesses within the parishes around the converter station at Burstall and along the cable route and other interested parties as relevant.

4.2. Code of Construction Practice

19. To ensure that local communities are fully informed with regard to construction procedures for the EA THREE onshore construction works, the CoCP will be published on the EA THREE section of the SPR website (the project website), a link to which will be circulated via email to key stakeholders and interested parties alongside this PCPRP.

20. These key stakeholders and interested parties include:

- Parish councils along the cable route and in the vicinity of the converter station.
- 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.

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

22. 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.

23. 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 with regard to related issues and all of the appendices will be made available, in full, on the project website.

5. COMMUNICATION APPROACH AND CHANNELS

5.1. Project Website

24. The 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.

25. The Stakeholder Team will ensure that information about the construction works is available on the project website throughout all phases of the project.

26. 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 THREE.

27. Direct contact details for the CLO and Stakeholder Manager will be available on the site, together with the email addresses for EA THREE and the other SPR projects.

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5.2. Project Updates

28. 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 around specific activities taking place along the cable route, or converter station via post, and email (where possible).
- Email updates to Parish Councils and interest groups in the relevant area to ensure that they are aware and are able to answer any questions raised by their communities.
- Website updates to provide key information on activity taking place across the onshore development area.

5.3. Face-to-Face Engagement

29. 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 circa one month before construction to inform local communities about the overall project, what the works involve, timelines, and other key information such as working hours etc.

  These events would also provide information about pre-enabling activity such as the commencement works.

  These would be public events held in the vicinity of the onshore converter station construction area and along the onshore cable route. To support and provide technical expertise where relevant, the following will be in attendance:

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

- **Construction phase events** - information events will continue throughout the construction phase as required to allow 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:

  - Public information events as held within the pre-construction phase.
  - Accompanied site visits – for local residents, the local planning authorities and other interested parties where beneficial, to provide an opportunity to see the equipment and gain a greater understanding of the processes. This allows stakeholders to experience at first-hand how noise and dust is minimised and how traffic is managed on site.
  - **Home visits –** on request, SPR will arrange for team members to visit individual properties to give presentations or simply to talk to residents about our activity. This will typically involve a member of the Stakeholder Team accompanied by a construction representative or a site manager as relevant.

- **Parish Council meetings** – Parish Councils will be made aware via email and the project website, that they can request SPR attendance at meetings to provide updates.

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

5.4. Construction Commencement and Beyond

30. Four weeks prior to the start of the commencement works on the project, the following communications will be undertaken.

5.4.1. Emails and Notices

- The Construction Teams 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 Stakeholder Team 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 planned mobile exhibitions and drop-in events.
- The SPR Senior Government Affairs Manager will send e-mails to local MPs, informing them of dates and timings of works and providing details about any planned mobile exhibitions and drop-in events.
- The CLO will send e-mails to relevant parish councils, councillors and interested parties, informing them of dates and timings of works and providing details about any public exhibitions and drop-in events.
- The CLO will email/telephone the emergency services in the area, informing them of dates and timings of works.
- The CLO will email/telephone passenger services/bus services in the area, informing them of dates and timings of works.
- Information notices will be placed along the cable route and relevant locations around the convertor site as required:
  - The CLO will inform parish councils that the notices are to be put up and will seek permission for the notices to be put on village notice boards (by the parish clerks).
  - The Construction Team and the EATL 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

31. EATL will send letters to individual addresses in the vicinity of the works to inform of the start date and how people will be able to access further information.

32. Thereafter, letters providing information about ongoing works in specific areas in line with the construction programme, will be sent a week in advance of the start date.

5.4.3. Public Information Days

33. 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.

34. Suggested locations would be village halls or other venues near the Converter Station site and at other key locations as relevant along the cable route.

5.4.4. Adverts/Articles

35. 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.

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

5.4.5. Public Information Displays

37. Information boards will be produced ready for placement at agreed venues such as libraries or leisure centres as necessary. These unmanned displays will provide an additional opportunity for the public to view relevant information and will address the following:

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- The boards will provide information on what the works comprise, their location, duration and outline hours of work.
- There will be an explanation as to why the works are being carried out, with an emphasis on safety and mitigation for local residents and with regard to construction – including some key points on how dust, noise, pollution etc., will be minimised.
- Contact details for the CLO will also be provided, together with details of the project email address should people have questions.

5.4.6. Parish Council Meetings and Special Engagements

38. Parish Councils and other interested bodies requesting a meeting and events requesting a speaker and supporting presentation, will be honoured as far as possible.

5.4.7. Newsletter

39. A newsletter is published on average, twice a year as appropriate. This will include details about all of the East Anglia projects, skills and employment opportunities and wider SPR activity.

40. This newsletter will be published on the website and a link emailed to all registered stakeholders and those that have engaged with the project.

41. Hard copies of the newsletter will also be made available for collection at public venues as permitted within the vicinity of the projects. A list of where these newsletters are stocked will be made available on the website.

5.4.8. Enquiries and Issues

42. The CLO will be accessible directly with a personal email and mobile phone number. It is advised that all 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.

43. In the event of an emergency outside of normal office hours, the CLO's telephone number will be directed through to an on-duty member of the construction team for resolution.

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

45. The CLO will aim to notify the LPAs and SCC of any matters requiring action or consideration within 48 hours. In addition, a report on the occurrence will be raised with ESC, MSDC, BDC and/or SCC as relevant, at the steering group/Implementation meetings.

46. Contact details for the CLO will be made available on the project website and in any communications nearer to the start of the works.

47. Additional support and wider East Anglia project queries can also be directed to the Stakeholder Manager, Joanna Young. Mob: 07738 063 259; jyoung@scottishpower.com.

48. It is advisable to copy/send queries to the Project mailbox (eastangliathree@scottishpower.com), so that they can be picked up should the CLO be unavailable.

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

50. The process for contacting SPR is set out in more detail in an additional EA THREE 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.

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

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6. COVID-19

52. The health and safety of members of the public and our team is important to us. Therefore, we will ensure that any activity that requires face-to-face contact will be conducted in line with government guidelines on Covid-19 as relevant at the time. Should face-to-face activities be restricted and where people are particularly vulnerable, our strategy will be created in line with key principles to ensure inclusive engagement where Covid-19 restrictions are still in place. The following procedures will be considered:

- Community webinars, where individuals can join by video call or phone, to hear more from the project team and ask any questions, making online interaction as inclusive as possible.
- Providing alternative or enhanced communication methods that are contact free, such as virtual meetings.
- Exhibition leaflets containing all the relevant information, to be sent out on request.
- Using in-person methods with appropriate precautions, as far as practical, to ensure that public health and safety is maintained, and appropriate safeguards are put in place.
- Creating a flexible approach to ensure that we can adapt quickly if government guidelines change.

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APPENDIX 1 COMMUNITY LIAISON OFFICER - SPECIFICATION AND ROLE DETAILS

Role Details	
Position title	Community Liaison Officer (CLO)
Geographic Location:	East Anglia
Project:	East Anglia THREE Offshore Windfarm
Start date:	TBC

Scope of the Role

To support the East Anglia THREE Offshore Windfarm project with community engagement during construction of the onshore works.

The core aspects of this role will be to:

- Implement the community engagement strategy as set out in the CoCP.
- Maintain a record of all communication with community members.
- Answer requests from the public and community for information about the project.
- Manage a complaints procedure with monthly reporting and feedback to ensure issues are resolved in a timely and appropriate manner.
- Respond to situations efficiently and effectively and liaise and discuss actions/issues for resolution with the relevant teams.
- Identify community groups and build working relationships.
- Facilitate and co-ordinate public information events as and when required, and
- Work closely with the appointed contractors carrying out onshore works and review their programme of works to assess the likelihood of community concerns, identify solutions and take responsibility for ensuring these are in place.

The role shall be carried out in accordance with National Standards for Community Engagement (https://www.scdc.org.uk/what/national-standards). The CLO will take ownership and responsibility for ensuring these standards are met in all aspects of community engagement and will promote these standards amongst the EATL team, their Contractors and sub-contractors.

Communication tools will be made available to the CLO. These will include:

- The SPR EATL project website
- The SPR community newsletter – The East Angle
- Tractivity database of website registered stakeholders and identified local community stakeholders
- Landowner contact database

The CLO will also be expected to familiarise him or herself with:

- The Development Consent Order and Environmental Statement for East Anglia THREE
- The CoCP and Complaints Procedure
- The monthly consultation reports for the East Anglia Projects

Teams the appointed persons will work with are:

- The Stakeholder Team
- The Construction Management Team
- The appointed onshore Construction Contractors and their Sub-contractors
- The appointed Agricultural Liaison and Landowner Engagement Officer
- The East Anglia THREE project staff

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