



Knight Piésold **CONSULTING**

COMMUNICATIONS PLAN

ANNEXURE C

CONSTRUCTION:

THE NORTHERN AQUEDUCT AUGMENTATION

PHASE 4 PROJECT, KWAZULU-NATAL

EIA Ref Number:

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Date:

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On Behalf of:

EThekwini Water & Sanitation



Prepared by:

Knight Piésold Environmental Scientist:

Deepa Seepersad

KP Ref Number:

303-00213.03



Tel: +27 31 276 4660
Fax: +27 31 262 2950
P O Box 383 Westville 3630
dseepersad@knightpiesold.com

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i. KEY TO ACRONYMS & ABBREVIATIONS

AMAFA	Amafa aKwaZulu-Natali (KwaZulu-Natal Heritage Regulating Authority)
CP	Communications Plan
DAEARD	Department of Agriculture, Environmental Affairs and Rural Development
DoA	Department of Agriculture
DAFF	Department of Agricultural Affairs, Forestry and Fisheries
DMR	Department of Mineral Resources
ECA	Environment Conservation Act (No. 73 of 1989)
ECO	Environmental Control Officer
EIA	Environmental Impact Assessment
EIR	Environmental Impact Report
EIRF	Environmental Incident Report File
EMD	Environmental Management Division (EThekwini Municipality)
EMP	Environmental Management Plan
KZNW	KZN Wildlife (KwaZulu-Natal Conservation Regulating Authority)
ESR	Environmental Scoping Report
EWS	EThekwini (Municipality) Water and Sanitation
ITB	Ingonyama Trust Board
IAPs	Interested and Affected Parties
KP	Knight Piésold Consulting (in reference to the Environmental Consultants)
KZN	KwaZulu-Natal
NAA	Northern Aqueduct Augmentation
NAC	Northern Aqueduct Consortium - (Knight Piésold Civil in conjunction with Naidu Consulting)
NEMA	National Environmental Management Act (No. 107 of 1998)
NGO	Non Governmental Organisation
RRP	Rescue and Rehabilitation Plan
RoD	Record of Decision (authorisation document from the DAEARD)
WA	Western Aqueduct (with reference to the eThekwini Municipality pipeline)
WESSA	Wildlife and Environment Society of SA

ii. GLOSSARY OF TERMS & ABBREVIATIONS

a. Parties Involved

All staff: The entire workforce and project team appointed by the Developer to implement the project. Sub-contractors, service or product providers / suppliers, artisans and workers employed by the Contractor, Engineers or Environmental Consultants, and persons visiting or making deliveries to the site.

Amafa: Refer 'Abbreviations / Acronyms' above and 'Heritage Regulating Authority' below. For the purposes of this document, 'Amafa' refers to representatives of Amafa aKwaZulu-Natali or the KwaZulu-Natal Heritage Regulating Authority.

Community Liaison Officer: For the purpose of this document, the term 'CLO' refers to the Municipal Representative tasked with assisting in community communication and notification procedures.

Consulting Engineers: Engineers responsible for engineering design and/or implementation of the project.

Contractor: For the purposes of this document, the term 'Contractor' refers to the main contractor(s) appointed to undertake the construction of the project, or portion of the construction of the project. The Contractor(s) are required to adhere to the Environmental Management Plan (EMP) and are responsible for ensuring that all sub-contractors, suppliers and staff appointed by them also adhere to the conditions of the EMP.

DAEARD: The KZN Department of Agriculture, Environmental Affairs and Rural Development who are the deciding authority.

Developer (or Proponent): The client (an individual or group), whom is responsible for the planning, funding and development of the project. In this case, eThekweni Municipality Water & Sanitation.

Environmental Consultant: The individual or company responsible for the development of the Environmental Management Plan (EMP) which includes the Plant Rescue and Rehabilitation Plan, Communications Plan, Spoil Disposal Management Plan and Heritage Management Plan. The Environmental Consultant can also fulfill a role in the monitoring and auditing of the implementation of the EMP and Rescue and Rehabilitation Plan. For the purposes of this document, the term 'Environmental Consultant' refers to *Knight Piésold Consulting*.

Environmental Control Officer (ECO): For the purposes of this document, the 'ECO' refers to the individual appointed by the Developer to oversee the implementation of the Environmental Management Plan (EMP) on site by the various Contractors (refer above). The ECO is to be qualified in the environmental sciences, understand the detailed environmental issues associated with the development, and is to be well versed in the

contents of the EMP and its associated reports. The ECO will be the liaison person between the Environmental Site Officers (ESOs, refer below) of the contracting teams, and the Developer (refer above), the Engineers (refer above), the Rehabilitation Specialist (refer below), the Biodiversity Specialist (refer above) and the Environmental Consultant (refer above).

Interested & Affected Parties (IAPs): Any individual or group of individuals concerned with, interested in, or affected by the project and its consequences, including (but not restricted to) the local community and general public, government and local authorities, stakeholders, landowners, tribal authorities and public interest groups.

Project Manager: The person responsible for coordinating and integrating activities across multiple, functional lines.

b. About the Construction Activities

Construction camp / site office: The areas / containers utilised for on-site staff offices (for engineers and contractors etc.) as well as to store materials, plant, equipment and ablution facilities (the location of which as agreed to by the developer and environmental consultants). In this document construction site office / camp / containers will be used interchangeably, but '*site office*' will be the preferred nomenclature. There will be one site office per sector. At these offices administrative duties will be performed. There will be construction camps at different locations at which fabrication activities will be performed.

Construction site: The working corridor and associated construction camp (see above), stockpile areas, pipe-yards, pipe fabrication yards and storage facilities, and site access roads. The working corridor includes a maximum area of 30m wide by 350m long, but may be less than this in certain sensitive areas. The construction site is to be demarcated and signposted by the Contractor. All construction activities are to remain within the confines of the working corridor, construction camp and pipe-yards. The terminology utilised in the contract documents is 'working front', 'Contractor's camp site' and 'working corridor'.

Disciplinary action: Financial penalties, time penalties, legal action and / or any other action taken against the culprit responsible for an incident of non-compliance with the EMP. The disciplinary action will be determined according to the nature of the non-compliance or crime, and will be enforced by the Department of Agriculture, Environmental Affairs and Rural Development.

Timeous/ly: At least 7 working days prior to an activity, or after an instruction or request.

c. About the Environment

Environmental audit and monitoring: Structured observation, measurement and evaluation of environmental data over a period of time to assess the efficiency of environmental mitigation and rehabilitation measures. The auditing and monitoring of the site will commence at intervals to be determined by the DAEARD and Environmental Consultant, and will involve a site inspection of the construction activities and the environmental management compliance. A report of the findings at each visit will be compiled and submitted to the Developer and/or DAEARD as necessary.

Environmental incident: An accident or unexpected occurrence related to the Project, including fire, spills, pollution events, explosions, major emissions, flood events, or bank collapse leading to serious or potentially serious negative environmental impacts.

Environmental Incident Report File (EIRF): A file provided at the Site Office for the recording all environmental incidents and including a complaints register for the recording of general public concerns.

Environmental Management Plan (EMP): A detailed plan of action prepared to organise and co-ordinate environmental mitigation, rehabilitation and monitoring so that positive impacts are enhanced and negative impacts are avoided / minimised.

Minimize: For the purposes of this document: to do all that is possible to lessen the impact.

Mitigation: For the purposes of this document: measures of environmental management designed to reduce, avoid or remedy undesirable environmental impacts.

iii. LIST OF SUPPORTING DOCUMENTATION

The information contained in this Environmental Management Plan (EMP) for the Northern Aqueduct Augmentation (NAA) Phase 4 Project, is derived from the Basic Environmental Assessment Report (BAR) as well as the specialist investigations that were commissioned during the Basic Assessment Process. The EMP reflects the standard and specific conditions of the Record of Decision, and includes four Annexure reports: A: Spoil Disposal Management Plan, B: Rescue and Rehabilitation Plan, C: Communications Plan and D: Heritage Management Plan. This report is derived from information in the following reports:

- Environmental Basic Environmental Assessment Report: Northern Aqueduct Augmentation Project; Phase 4 *Knight Piésold* 2013.
- A Basic Assessment of the Plant Communities Intersected by Phase 4 of the Northern Aqueduct Augmentation (Phase 4) and a Brief Account of their possible roles in determining Biodiversity.

- Frog Specialist Report for Wetland Areas adjacent to Eastbury Drive and possible impact of Phase 4 on the Northern Aqueduct Augmentation (NAA Ph4) Determining the presence of the critically endangered Pickersgill's Reed Frog, *Hyperolius pickersgilli*.
- Desktop Survey of the Proposed Northern Aqueduct Augmentation, Phase 4, KwaZulu-Natal.
- Northern Aqueduct Augmentation Phase 4: Report on the Public Participation for the Basic Assessment Study.

iv. FOREWORD

This Communications Plan (CP) forms part of the *Environmental Management Plan (EMP) for the Northern Aqueduct Augmentation Phase 4 Project* (Knight Piésold Consulting 2013). The communication and notification activities are therefore to be conducted in accordance with the EMP and any associated documentation, which reflect the conditions of authorization (such as the RoD).

The CP will attempt to ensure that project progress and activities are communicated in a clear manner not only between all parties involved in the project but also to all authorities, stakeholders, IAPs and the general public. The CP aims to limit the impacts of nuisances and disruptions associated with the project, conflict regarding land legal issues, and the severity of accidents or emergencies during the construction and operation phases.

1. INTRODUCTION

This Communications Plan (CP) is considered part the Environmental Management Plan (EMP) for the Northern Aqueduct Augmentation (NAA) Phase 4 Project (*Knight Piésold Consulting*, 2013), and is therefore to be read in conjunction with the EMP and all of its annexure documents. The CP aims to facilitate communication between the project team, the stakeholders, the relevant authorities, the registered Interested and Affected Parties (IAPs) and the general public for the pre-construction and construction phases of the project by establishing a communications process and protocol for these project role players.

Following environmental investigations, the NAA Phase 4 Project has been submitted to the Department of Agriculture, Environmental Affairs and Rural Development (DAEARD). The magnitude of the project necessitates a communication strategy that can be applied as part of the EMP to ensure that the landowners, stakeholders, authorities and general public in close proximity to the pipeline activities remain informed of the progress, processes and disturbances associated with construction that is likely to affect them. This CP provides the guidelines for an effective communications strategy.

1.1 Objectives

The objectives of this CP are:

- To ensure timeous and consistent dialogue between the various role players and the audience through a variety of appropriate media and communications methodologies that are clearly defined.
- To ensure that relatively detailed and clear information is appropriately communicated to and between the various role players and audience at reasonable times.
- To ensure that appropriate notification systems are in place to communicate project status and progress to and between the relevant role players and audience when activities may affect them, and to set out the planned processes and responses to emergency or unplanned events or incidents.
- To ensure that role players clearly understand their responsibilities in communication, and the networks, contacts and media available for disseminating relevant information.
- To promote constructive feedback from the audience such that the EMP, CP and other associated Management Plans can be amended and improved in the interest of Best Practice.

1.2 Project Context

In June 2012, the *Knight Piésold* Environmental Division was appointed to undertake the necessary environmental investigations associated with the eThekweni Municipality Water and Sanitation (EWS) proposal to construct a ~5km bulk water pipeline to be known as Phase 4 of the Northern Aqueduct Augmentation (NAA) Project.

Because the construction of the WA (Phase 2) has been put on hold, an alternative link (NAA Phase 4 (or the Engineers Phase 3) is currently being proposed. This is to provide water from the EXISTING NAX into NAA Phase 1, so that Cornubia and other developments in the north of Durban, can be provided with water within the next 18 months, as the construction of the WA Ph2 will only reach the starting point of the NAA Ph2 (at Emachobeni) in five years time (optimistically).

It is thus proposed that a new 1.2m pipe be laid in parallel with the existing pipelines (to remove the bottleneck in the system) **between Duffs Road and Phoenix 2 Reservoir**. This pipeline forms Phase 4 of the NAA and is required to be commissioned at the same time as NAA Ph 1, i.e. 2014.

The existing two pipes within the servitude will continue to be used (current daily volume approximately 50,000m³). The new bigger pipe will merely augment the existing pipelines which are presently a bottleneck in the system. The old pipes are much smaller (450 – 500mm) in diameter, and as such when the new pipe is tied into the system, the water will prefer the path of least resistance, and thus most of it, will ‘choose’ the bigger pipe. The ultimate 30-year demand in the system will result in a total flow of about 120,000 m³ per day, of which 100,000 m³ per day will flow in the new (bigger) pipe as a result of its lower friction loss.

The project was registered with the Department of Agriculture, Environmental Affairs and Rural Development (DAEARD) as EIA No: DM/0065/2012 as per the requirements of the governing environmental legislation at the time: Regulations pursuant to the National Environmental Management Act of 1998 (as amended in July 2010).

The Environmental Basic Assessment Report for the NAA Phase 4 Project was prepared by *Knight Piésold* and will be submitted to the DAEARD in April .

The final EMP will reflect the specific and standard conditions of the Record of Decision (RoD) once obtained from the DAEARD when authorising this project. The EMP defines the specific site care, management, mitigation and rehabilitation methods required along the route.

This CP which forms part of the EMP is to be implemented by the Developer eThekweni Municipality Water and Sanitation, their Engineers and by extension, their Contractors. The duty of implementation lies with the proponent (EWS).

1.3 Project Detail

PROJECT: EIA No.: DM/0065/2012	Northern Aqueduct Augmentation Phase 4
APPLICANTS	EThekweni Water and Sanitation (EWS)
CONTACT PERSON (APPLICANT)	Monte Montemerano Tel: 031 311 8742, Fax: 031 311 8545 MontyMo@dmws.durban.gov.za
NATURE OF THE DEVELOPMENT	Steel gravity-fed potable water pipeline project
PIPELINE LENGTH	5 linear kilometres
JURISDICTION	EThekweni Municipality
CURRENT LAND USES	Predominantly road reserve, existing electrical servitude servitude, open space
LISTED ACTIVITY IN TERMS OF THE NEMA (No. 107 of 1998, revised June 2010)	Regulation No. R 544 (Listing Notice 1, Activities 9, 11, 18 & 37) Regulation No R 545 (Listing Notice 2, Activity 10)
INDEPENDENT ENVIRONMENTAL CONSULTANTS	Knight Piésold (Pty) Ltd. Contact: Deepa Seepersad Tel: 031 276 4660, Fax: 031 262 2950 dseepersad@knightpiesold.com PO Box 383, Westville 3630

2. ROLES & RESPONSIBILITIES

The Developer, Consulting Engineers, Contractor, and Environmental Consultants and all staff shall comply with the EMP for the NAA Phase4 Project, and as this CP forms part of the EMP; they shall also comply with the specifications of this report. The Developer and Contractor are also responsible for ensuring that the media team, public relations officers, all sub-contractors, suppliers and staff appointed by them also adhere to the conditions of the EMP and CP.

2.1 Developer

For the purposes of this document, 'Developer' refers to the client eThekweni Municipality Water & Sanitation, who must ensure that the Conditions of the RoD are adhered to at all times, through oversight of the Consulting Engineers, who will oversee the Contractors. Given this role, the Developer must ensure that all communications are executed in accordance with the CP. Further to this the Developer must appoint the necessary role players such as the media team and the public relations officer / team to ensure that the requirements of the CP are fulfilled, and is to ensure the necessary infrastructure is in place to accommodate communication strategies, for example a call centre or hotline and a website. The Developer must ensure that relevant project information is made available by the Consultants when necessary at a level that is appropriate for the target audience in question, as guided by the media team and public relations officer / team. The Developer must also determine the frequency of media communication provided (based on the budget allocation and the recommendations of this report), but will at least need to meet the basic requirements determined by this CP. The Developer is responsible for ensuring that the necessary communications and negotiations with affected landowners are concluded prior to construction commencing in the area in question.

2.2 Engineers

For the purposes of this document, 'Engineers' refers to the NAA Consortium (NAC), who will provide consulting engineering services including advice and engineering guidance on site in order to ensure adherence to all design and engineering specifications. Given this role, the Engineers must oversee the notification of, and negotiations with affected landowners in terms of occupying temporary working space and existing servitudes, as well as oversee that residents are aware of the project and construction activities, and must ensure that communication strategies that are selected are done so in accordance with the CP.

The Engineers and Engineers Representatives are responsible for ensuring an open dialogue between the Contractor and the Developer. The Engineers are to develop of a set of Communication Clauses for the Contractor when communicating with the general public and interested and affected parties, and are to oversee the communication between the Contractor, the Public Relations Officer / Team, and the Community Liaison Officers. The Engineers will also facilitate the communication channels between the Developer and the Media Team by ensuring project status information is given to the Developer for approval for release to the general public.

2.3 Contractor

For the purposes of this document, the term 'Contractor' refers to the main contractor(s) appointed to undertake the construction of the project, or portion of the construction of the project. Given this role, the Contractor must notify landowners and residents of construction activities in the area with sufficient warning, and must select communication strategies appropriate to the target audience as required by this CP. The Contractor is to follow the Communication Clauses set out by the Engineers with regards to notification of the construction activities. The Contractor is responsible for reporting on project events, progress and scheduling to the Engineers and Developer. The Contractor may not entertain interviews with the media or any persons for the purpose of publishing information or broadcasting of the same without approval from the Developer. The Contractor shall not make any comments about the processes and methodologies followed; neither shall the Contractor forward criticisms about any policy decisions taken by the Developer.

2.4 Environmental Consultants

For the purposes of this document, the term 'Environmental Consultant' refers to *Knight Piésold Consulting*, who are the company responsible for the development of the EMP including the CP. Given this role, the Environmental Consultants must ensure that the affected landowners, authorities, stakeholders, residents and communities are informed of the environmental processes and their roles within them. Further to this the Environmental Consultants are also responsible for Public Relations work during construction. The Environmental Consultants are responsible for ensuring an open dialogue between the Contractor and the Environmental Control Officer (ECO). The Environmental Consultants will

prepare the EMP, and ensure via the ECO that the notification systems and emergency response procedures are in place. The Environmental Consultants are to oversee the communication between the Contractor, the Public Relations Officer / Team, and the Community Liaison Officers with regards to *environmental matters*. The Environmental Consultants will also provide relevant *environmental information* to the Developer for the Media Team to release to the general public.

2.5 Environmental Control Officer

The ECO will provide input and environmental guidance on site in order to ensure adherence to the EMP and general project environmental sustainability. Given this role the ECO will follow the necessary communication channels with regards to monitoring, auditing, complaints and emergencies.

2.6 DAEARD

The Environmental authority in KZN is the DAEARD who will ensure compliance with the EMP and general environmental sustainability. Given this role, the DAEARD must audit the environmental monitoring process and reports prepared by the ECO, including documentation pertaining to complaints or emergencies. The DAEARD are to implement legal action on the Developer if non-compliance with the CP is deemed severe enough.

2.7 Appointments

The Media Team: The Developer will appoint an independent company which will be responsible for the coordination's of all communications and public relations. This company will be referred to as the Media Team. All communication strategies will be developed by the Media Team in conjunction with the Developer, the Engineers and the Environmental Consultants. Press releases, interviews and other public communication efforts will be set up by this Media Team in order to ensure that the relevant policies and methodologies are applied at all times. All information for publication will be evaluated and censored by the Developer.

Community Liaison Officers: The Developer will identify Community Liaison Officers (CLOs) appropriate to the affected communities who will facilitate communications between the Developer and the target audiences. These officers are typically appointed by the Municipality, and can be called in to assist at a project level. CLO roles may include:

- assisting in all aspects related to the recruitment of local labour, and advice regarding rights
- acting as a source of information for the community and Councillors on issues related to the contract
- keeping the contractor advised on community issues
- keeping the contractor advised on any issues pertaining to local security
- assisting in setting up any meetings/ negotiations with affected parties
- keeping a site diary and recording details of any labour/community issues that may arise

- monitoring and reporting on general Health & Safety issues on site
- assisting in HIV/AIDS awareness programmes.

The CLO should ideally be seen as *neutral* by all parties, and therefore should endeavour not take sides should conflict arise. During the public participation process, the affected wards suggested that CLOs be appointed from the local community. The appointment of CLO's is at the discretion of the Client.

The Steering Committee or Stakeholder Forum will be involved in assisting with communication of information related to the progress of the construction process. The forum will be responsible for providing feedback on the construction programme and progress to the various Interested and Affected Parties (IAPs) involved in the NAA Phase 4 project. The Stakeholder forum will also have access to all reports drawn up by the ECO, the Contractor and the Consulting Engineer.

3. AUDIENCE

It is important that the project team ensure that the nature of the project is communicated to the affected authorities, stakeholders, interest groups, landowners and communities in the immediate vicinity of the pipeline. Many of these Interested and Affected Parties (IAPs) have already been engaged during the Public Participation Process which formed part of the environmental investigations. Registered IAPs and general communities are to be addressed through this communications strategy, and provided information on the project, the construction activities and safety issues, the traffic and service inconveniences, the reinstatement and rehabilitation activities, and interest discoveries of heritage or environmental value. Further to this more detailed negotiations and communications are necessary for the authority, stakeholder and landowner audiences. No particular group or individual should be excluded from the communication process, even though they may not specifically be mentioned.

3.1 Authorities

Authorities include but are not restricted to:

- The Department of Agriculture, Environmental Affairs and Rural Development (DAEARD)
- The Department of Agriculture, Forestry and Fisheries (DAFF)
- The Department of Mineral Resources (DME)
- Provincial and National Departments of Transport (DoT)
- EThekweni Municipality

3.2 Stakeholders

Stakeholders are those whose services, infrastructure or statutory responsibilities are directly affected by the project and include but are not restricted to:

- EThekweni Municipality Roads Department

- EtheKwini Electricity Department
- EThekwini Municipality Water & Sanitation (EWS)
- EThekwini Municipality Environmental Management Division (EMD)
- Ingonyama Trust Board (ITB)
- KZN Wildlife (KZNW) Conservation Regulating Authority
- Amafa aKwaZulu-Natali (Amafa) Heritage Regulating Authority
- Eskom
- South African National Roads Agency Limited (SANRAL)
- Telkom
- Neotel
- Petronet
- Transnet (Rail)
- Vodacom
- Wildlife Environment Society of South Africa (WESSA)

3.3 Landowners

Landowners are those whose properties are traversed by the pipeline servitude, whose properties are required for the working corridor adjacent to the servitude, and / or whose security systems, property access or fences require temporary relocation as a result of the construction activities. Most of the private properties affected by the project are between **between Duffs Road and Phoenix 2 Reservoir**. The remainder of the route is largely routed through existing road or rail servitude.

3.4 Interested and Affected Parties

General IAPs include (but are not limited to) residents or those who work (commute) in the vicinity of the pipeline project:

- Ward 48
- Ward 49
- Ward 102

These IAPs will require varied communication strategies that may differ to suit the community in question.

4. COMMUNICATION METHODOLOGIES

The following techniques are examples of communication methodologies that may be used by the Media Team in carrying out open communications between Interested and Affected Parties and the general public.

4.1 Newspaper / Magazine and Pamphlets Advertisements

Detailed adverts and articles are to be placed in both regional and local English and Zulu newspapers to inform IAPs of the construction schedule (i.e. dates, times and activities to be taking place). These advertisements will also contain information on feed back sessions and public meeting venues and dates, should these be held. Advertisements should be placed in the legal notice sections of popular newspapers such as *The Mercury*, *The Daily News*, *The Post*, *The Ilanga*, *iSolezwe*, local Tabloid Newspapers, the Municipal Gazette. Pamphlets containing project information should be distributed at local libraries, schools including communal gathering areas such as malls etc. A number of such articles and adverts have already been placed to date.

4.2 Billboards and Site Notices

Billboards and Site Notices should be erected where necessary and placed in strategic places to ensure maximum exposure with regards to the construction schedule and times. Billboards and Site Notices should ideally be placed two weeks in advance prior to construction.

4.3 Website

A website based on the NAA project will be set up. This will also include information of NAA Phase 4. This website should include all the latest project updates, subsequent progress and construction schedules etc. The information should also include long-term static information and real time interactive information. The information should ideally be displayed descriptively and pictorially. A complaints queries and information section should also be made available on this website for IAPs to access. The updating of the website should be carried out by the public relations company.

4.4 Telephone Hotline and Call Centre

Call centres and an emergency hotline may be set up and operated by the Developer. Queries generated through the call centres will have to be distributed to the relevant action teams coordinated by the Contractor in order to provide feedback or, in the case of a complaint (construction sites falling into disrepair, for example), to action a response team to deal with the problem (as per the project specifications). The call centre should also serve as a means by which the public can: enquire about the construction schedules, file complaints, and make general enquiries regarding the NAA Phase 4

project. This hotline service can provide recorded messages or a real time complaint line. The hotline should ideally be toll free to encourage effective usage.

4.5 Door to Door Notifications

Notice of commencement of the construction phase as well as invitations to public meetings must ideally be hand delivered to all the landowners along the route, especially those whose properties are directly affected by the construction of the new servitude. Notices should be delivered in both English and Zulu. CLOs should also be appointed to fulfil the task of informing each landowner with the necessary information relating to the construction phase of the project.

4.6 SMS Notifications

An SMS notification system should be used by the public relations company to further inform registered IAPs of the construction schedules, times, dates, and public meetings etc. SMS notifications must be sent to those IAPs whose details are recorded in the IAP database for the NAA Phase 4 Project. This should be carried out in either Zulu or English. IAPs should specify which of the two languages they prefer, and they will be accommodated where possible.

4.7 Email Notifications

Another type of communication method which can be used is that of email notifications. Email notifications could aid the public relations company in informing IAPs of the construction schedule, times, dates, and public meetings etc. Email notifications should be sent to those IAPs whose details are recorded in the IAP database for the NAA Phase 4 Project. Email notifications should ideally be in either Zulu or English. IAPs should specify which of the two languages they prefer, and they will be accommodated where possible.

4.8 Telephonic Notification

IAPs who are directly affected by the project must be contacted telephonically by the public relations company, prior to construction, to ensure that the affected parties are prepared for such construction activities. Should it be necessary to rescue any fauna prior to or during the construction phase of the NAA Phase 4 Project, then Free Me Wildlife Rehabilitation Centre should be contacted on 033 330-3036 or Roz on 083 325 9947.

4.9 Written Letters

Written letters informing stakeholders, non-governmental organizations and authorities of the construction schedule, could also be used as an effective means of communication.

4.10 Radio

The use of local radio stations is encouraged. Radio notifications will aid the public relations company in informing IAPs of the project purpose, and the construction route, schedule, times, dates, and public meetings etc. Radio notifications should ideally be in all the official languages available with radio stations willing to broadcast.

4.11 Meetings

Meetings should ideally be in the form of consultations with authorities such as the DAEARD and the eThekweni Management Division regarding the appropriate methodology and public participation routes to follow in order to ensure full public involvement. Meeting of this nature should be held with the steering committee and the authorities. Community Liaison Officers should meet with the Councillors Ward 48, 49 and 102 (if necessary) in order to obtain their comments and responses regarding the progress of the construction or any other issues that may be of concern regarding the NAA Phase 4 project. The meetings with the Ward Councillors will aid in relaying project information to the communities at large. The grievances of the affected communities must be put forth by the Ward Councillors who represent them.

5. COMMUNICATION STRATEGIES

5.1 Authorities

Feed back and guidance obtained from authorities are essential in the NAA Phase 4 project. Therefore liaison with the authorities should ideally be held, at large, through meetings between the authorities and steering committee for the project. Authorities could be contacted by using other communication methodologies. These include the use of email notifications, telephonic communications and official written letters.

5.2 Stakeholders

Stakeholders, such as the Ethekeeni Electricity Department, Telkom, Vodacom, Ethekeeni Roads Authority, SANRAL, Eskom etc., must be kept informed on a regular basis in cases where the development affect parts of or all of their servitudes. Regular project updates should be conveyed to these stakeholders by the steering committee to ensure that communication channels between the two parties remain open. Communication methodologies to be used to inform such

stakeholders should be: email notifications, written official letters, and telephonic communications. Stakeholders should be informed of the commencement of the construction relating to the project and the disruption of servitudes at least two weeks in advance. This will provide the Stakeholders with a sufficient amount of time to inform those who will be affected (e.g., no electricity or access to telephone lines).

5.3 Non-Governmental Organisations

Non-governmental organisations (NGOs), such as WESSA, KZN Wildlife, AMAFA etc., have special interest in projects such as the NAA Phase 4 project as it is their responsibility to oversee the South African heritage and natural environments (manage and instil legislation in order to protect). Therefore such organizations should ideally be contacted after every milestone in the project is completed, in order to inform them that the recommendations that they had originally suggested were still being adhered to. The steering committee along with the public relations company should be responsible for informing stakeholders on a regular basis if so requested. Site visits could also be arranged to ensure that construction is taking place in accordance to that which was recommended by the NGOs during the EIA phase. Other communication methodologies such as telephonic communications, email notifications, written official letters, newspaper and magazine advertisements including the use of the website, should ideally be used in contacting NGOs.

5.4 Landowners and Interested and Affected Parties

Landowners, especially those who are affected by the construction i.e. construction activities taking place within private land, must be informed at least two weeks prior to the commencement of construction activities. The public relations company will be responsible for contacting these landowners via site notices, telephonic communications, newspaper and advertisement articles, door to door notifications and SMS notifications if contact details are available. The landowners should be made aware of the hotline number and call centre created for the project, providing them with an opportunity to make enquiries or lay complaints.

- ***Landowners***

It is mandatory that landowners affected by the aqueduct construction are contacted and well informed prior to the advancement of construction activities. The public participation team, with the assistance of engineers involved in the project, must contact the affected landowners and inform them personally of the advancement and commencement of construction activities. Written notification should also mention the construction advancement and commencement activities should the landowners not be available on first contact. Furthermore, newspaper advertisements, billboards, telephonic communications, emails and SMS notifications should also be used to reiterate the imminent construction commencement.

- ***The General Public***

The public relations company should mainly be responsible for informing the general public of the construction phase of the project and any subsequent progress. This should be via site notices, newspaper and magazine articles and pamphlet distributions. Local radio news and information snippets can also be utilised. These advertisements should mention that there is a project website set up along with a call centre and emergency hotline number that can be used to follow up on the progress of the pipeline project, file complaints, make enquiries etc. These notification methods will be conveyed in Zulu and English, and Afrikaans if necessary.

****Construction progress and comments reports will be made available to parties requesting them.**

6. COMMUNICATING CONSTRUCTION ACTIVITIES

6.1 General Construction Activities

General construction activities such as road closures, detours, lane closures, advising local road users of the intent of construction and anticipated delays, alternative routes and times of construction are examples of such activities which must be relayed to landowners, road users and the public in general. Communication of the above will involve, but is not limited to, the erection sign boards, media broadcasts (newspaper and magazine advertisements, radio and television broadcasts), posting information on a dedicated web site through the Public Relations company, public meetings, the distribution of pamphlets at public places and/or the dropping of same in post boxes. These methods of communication will act as an early warning system of anticipated construction activities. Public relations of such should be carried out by the public relations company.

A relationship with the media is particularly important especially during periods of disruption and change. Thus, in order to ensure that the public is made well aware of the construction schedule and activities throughout the construction phase, regular advertising and publicity surrounding the Northern Aqueduct Augmentation Phase 4 project is planned. This is to ensure, that all IAPs are aware of the project's progress. The proposed set up and availability of the NAA website will also aid in providing regular progress updates on NAA Phase 4 and breaking news to IAPs. For those wishing to file complaints or make general enquiries, a telephone hotline is proposed to be set up along with the details of specific contact persons who can be contacted to address issues of concern. A Complaints Register will be established to document the complaints received and the corresponding corrective action that was implemented to address the complaint. The Complaints Register will be made available, on request, to all relevant authorities.

The construction activities associated with the NAA Phase 4 project pose potential health and safety risks to the general public. Thus, the primary goal in attempting to generate as much publicity regarding the construction of the NAA Phase 4 is to protect those who are directly or indirectly affected by the activities of the project (i.e. road users, landowners, pedestrians etc.). Road users will be advised to adhere to speed limits, and to be aware of construction equipment, lane

configurations, slow moving traffic and alternative routes via radio advertisements and temporary construction notice boards.

6.2 Blasting

Due to the nature of the project and the need to bury the pipeline, there is a need for special construction activities such as blasting and trench excavations. Examples of such construction activities are potentially dangerous if not conducted in a controlled environment. Due to the pipeline construction activities taking place on both private and municipal land, landowners must be made aware of the possible threats. Landowners must be notified either by a public participation team member or through written notification, one week prior to blasting activities commencing. Blasting activities will be of greatest concern in areas which are in close proximity to school areas and other areas of high traffic volumes. Areas where blasting will take place must be identified timeously and residents of the area notified of the expected date and time of the blast. Timeous notification of landowners will allow those who keep livestock to secure or move these animals to areas away from the planned blast. Thus, appropriate safety measures must be set in place to ensure the safety of the general public and construction workers.

A noise incident reporting mechanism must be established and publicized so that members of the public can log complaints. A register of such complaints must be kept at the site office, indicating investigation of such complaints and remedial steps that were taken.

6.3 Traffic Issues

Road users must constantly be made aware of changes in lane configurations and disruptions to traffic throughout the construction phase of the project. Road users will be reminded to adhere to speed limits, and to be aware of changes in lane configurations, road geometry, slow moving traffic, construction equipment etc, through the use of radio and newspaper advertising, as well as temporary road signs and boards. These will inform them of construction times and dates on which potentially hazardous activities shall take place. Roads excavated due to construction activities will be rehabilitated directly after the pipeline has been fully installed. However, while these road routes are being excavated and trenched, the affected routes will be closed off. Thus, road users that are reliant on those routes will need to be informed at least a month in advance of the closure of the routes in order to provide them with the opportunity to familiarize themselves with the alternative routes. In areas affected by such activities, the media team will be responsible for the setting up of advertisements (including radio), billboards, pamphlets and poster drops at local libraries, shopping complexes, schools etc. This will be conducted to ensure that the public is made aware of the disruptions and the alternatives which could be considered until construction is complete.

6.4 Security of Properties

During construction, no unauthorized personnel will be permitted to enter private property. Landowners will be notified of construction dates and times either by notice drops, SMS notifications, telephonic or email mediums a week prior to construction commencing on private property by *Knight Piésold's* public participation team who will be carrying appropriate identification cards. Prior to the dropping of fencing during the construction phase, affected landowners will be notified in person. The purpose of the aforementioned communications is to reduce the potential for criminal activities.

6.5 Excavations and Trenching

Prior to the commencement of the excavation and trenching activities, temporary warning boards must be displayed strategically to ensure that road users and landowners are made aware that potential hazards exist. Excavations on private properties cannot commence without the consent of landowners. In order to obtain such consent, a meeting will be held on a one to one basis with the affected landowner and a member of the *Knight Piésold* public participation team preferably a week before the planned commencement of construction occurs. The excavated construction corridor, including the pipeline trench, will be marked off with danger tape and special precautions apply as stipulated per the Northern Aqueduct Augmentation Phase 4 EMP.

6.7 Planned Service Disruptions

Affected communities must be made aware of planned service disruptions at least two weeks prior to the commencement of construction activities. Services disruptions to water or electricity, telephone cables or in the form of high traffic volumes and the use of alternative routes are likely during the construction phase. Thus, it is necessary that the general public be made aware of the potential disruptions prior to construction. Billboards, temporary markers illustrating road diversions, radio and newspaper advertisements, notice drops, SMS and email notifications to registered IAPs form part of the communication strategy aimed at informing the public of the construction process.

6.8 Emergency Events / Accidents

An emergency hotline must be set up during the construction phase of the project to address emergency issues directly related to the construction of the NAA Phase 4. This hotline will be set in place and will serve to accommodate complaints or details of emergency events or accidents, related to the construction activities, from members of the general public. Once officially set up, the hotline number will be listed on all leaflets, billboards, advertisements, and notifications etc. to ensure that the public are made aware of this service. In the case of an emergency incident, the complaint relayed on the hotline will be recorded and the complaint and/or emergency will be listed on the complaints register which is made

available for the project. Emergency incidents for areas will be remediated and those injured or harmed through negligent construction operations will be compensated in some form by the contractor in charge.

In summary, the following activities will require IAP notification. However, this list is not exhaustive, and should an obviously environmentally significant event take place or be planned, then IAPs must be notified as a matter of course.

Table 6.1 Methods Of Communication		
Activity	Method of Communication	Responsibility
General construction	Sign boards, media broadcasts (newspaper and magazine advertisements, radio and television broadcasts), dedicated web site, public meetings, the distribution of pamphlets at public places, dropping of same in post boxes, sms's. A complaints register must be set up.	Public relations / media team.
Blasting	Landowners must be notified either by a public participation team member or through written notification, one week prior to blasting activities commencing. A complaints register must be set up.	Public participation team
Road Closures / Traffic Issues	Advertisements (including radio), billboards, pamphlets and poster drops at local libraries, shopping complexes, and schools.	Public relations / media team
Security Issues / Access to properties	Landowners will be notified of construction dates and times either by notice drops, SMS notifications, telephonic or email mediums a week prior to construction commencing on private property. Prior to the dropping of fencing during the construction phase, affected landowners will be notified in person.	Public participation team (carrying appropriate identification cards).
Excavations and Trenching	Temporary warning boards must be displayed strategically to ensure that road users and landowners are made aware that potential hazards exist. Excavations on private properties cannot commence without the consent of landowners. One on one meetings with the affected landowner preferably a week before the planned commencement of construction occurs.	Public participation team
Planned Service Disruptions	Billboards, temporary markers illustrating road diversions, radio and newspaper advertisements, notice drops, SMS and email notifications to registered IAPs at least two weeks prior to expected disruption.	Public relations / media team
Establishment of pipe yards	The placement of billboards, post box notice drops, SMS's and email notifications to adjacent residents are required at least two weeks prior to the commencement of pipe deliveries.	Public participation team
Emergency events / incidents (explosion, subsidence, vehicle accident for e.g.)	An emergency hotline must be set to address emergency issues associated with the NAA Phase 4. The hotline number must be listed on all leaflets, billboards, advertisements, and notifications etc.	Public relations team