

JOHN HART GENERATING STATION REPLACEMENT PROJECT

Schedule 11

Communication and Consultation

SCHEDULE 11 COMMUNICATION AND CONSULTATION

1. CATEGORIES OF COMMUNICATION

1.1 Categories

This Schedule identifies the roles and responsibilities of BC Hydro and Project Co for community relations, consultation and media relations. The following are the communication categories for the Project:

- (a) Community relations: which involves building relationships with and keeping the public and stakeholders informed through on-going two-way communication and regular reporting concerning overall and specific Project information and developments. It includes attending public and stakeholder meetings and dealing with enquiries from the public, providing Project updates and problem solving on issues as they arise. It is not public consultation;
- (b) Public consultation: which involves gathering and receiving public and stakeholder input on the scope and nature of the Project, including design features, options, and community construction considerations. Public consultation has three stages:
 - (1) pre-design stage (this phase has been completed);
 - (2) preliminary design stage (this phase has been initiated), and
 - (3) detailed design.
- (c) Media relations: which involves providing the media with progress reports and updates on the Project and responding to issues raised by the media as they arise.

2. GENERAL

Developing well-thought-out and workable communications plans will involve a collaborative process between BC Hydro and Project Co. BC Hydro will lead all community relations, public consultation and media relations, with Project Co providing support. In order to effect its support role to BC Hydro, Project Co must provide during the Construction Period a Communications Manager as the liaison with BC Hydro, and during the Services Period, a Project Co contact on an as needed basis for community communications. The Communications Manager is a Key Individual and is required to be experienced in the field of community relations, public consultation and media relations.

2.1 Desired Outcome

The desired outcome of all the communication and consultation activities is to involve and inform the public and stakeholders concerning the value, benefits and progress of the Project. First Nations consultation and communication is not part of this Schedule and is covered under Schedule 24 [*First Nations*].

2.2 Plan Requirements

Table 2.2 of this Schedule sets out the plans to assist BC Hydro in implementing communication and consultation, which Project Co is required to produce under this Schedule and the due dates for

production of those plans. It also specifies whether the plans have to be submitted pursuant to the Review Procedure or the Consent Procedure. In addition to the plans required, this Schedule sets out in Tables 2.2, 4.2 and 4.4 of this Schedule, inclusive, circumstances under which certain plans and reports must be submitted to BC Hydro's Representative under the Review Procedure or the Consent Procedure, as the case may be, and certain applicable performance measures.

Table 2.2

| Plan | Section of this Schedule | Due Date | Review ("RP") or Consent ("CP") Procedure |
|--|--|---|--|
| Supporting Role Construction Period Stakeholder Engagement and Communications Plan | 3.3 [Construction Period – Supporting Role and Plan] | No later than 90 days after the Effective Date | Review Procedure |
| | 3.5 [Updating] | Annual update no later than 30 Business Days after anniversary of the previous plan | Review Procedure |
| Supporting Role Services Period Stakeholder Engagement and Communications Plan | 3.4 [Services Period – Plan] | No later than 90 days prior to the Target Service Commencement Date | Review Procedure |
| | 3.5 [Updating] | Annual update no later than 30 Business Days after anniversary of the previous plan | Review Procedure |

2.3 Anniversary and Anniversary Date Definition

For the purposes of this Schedule, “**anniversary**” or “**anniversary date**” in respect of the Supporting Role Construction Period Stakeholder Engagement and Communications Plan and the Supporting Role Services Period Stakeholder Engagement and Communications Plan means:

- (a) for the first of each such plans, the date that is twelve months following the date (the “**Initial Date**”) that such plan was required in Table 2.2; and
- (b) thereafter, each subsequent anniversary of the Initial Date.

3. STRATEGIC STAKEHOLDER ENGAGEMENT AND COMMUNICATIONS PLAN

3.1 Strategic Stakeholder Engagement and Communications Plan

BC Hydro has developed the Strategic Stakeholder Engagement and Communications Plan, which is available in the Disclosed Data. BC Hydro intends to update the Strategic Stakeholder Engagement and Communications Plan annually during the Construction Period and the Services Period and will make copies of the updated Strategic Stakeholder Engagement and Communications Plan available to Project Co. The Strategic Stakeholder Engagement and Communications Plan will be used by BC Hydro in its consideration of plans submitted by Project Co pursuant to the Review Procedure and the Consent

Procedure in accordance with this Schedule. The Strategic Stakeholder Engagement and Communications Plan will develop one comprehensive plan for community relations, public consultation, media relations and crisis communications.

3.2 Construction and Services Period

BC Hydro, at its cost, during the Term will take the lead role in conducting and implementing a community relations, public consultation, media relations and crisis communications program for the Project which will include the matters referred to in Section 4 [*Community Relations*], 5 [*Public Communication and Consultation*] and 6 [*Media Relations*] of this Schedule. Project Co during the Term, at its cost, will take the support role in conducting and implementing the requirements of this Schedule.

3.3 Construction Period – Supporting Role and Plan

No later than 90 days after the Effective Date, Project Co must prepare and submit to BC Hydro's Representative in accordance with the Review Procedure a supporting role community relations plan for the Construction Period (the "***Supporting Role Construction Period Stakeholder Engagement and Communications Plan***").

3.4 Services Period – Supporting Role and Plan

No later than 90 days prior to the Target Service Commencement Date, Project Co must prepare and submit to BC Hydro's Representative in accordance with the Review Procedure a communications plan for the Services Period (the "***Supporting Role Services Period Stakeholder Engagement and Communications Plan***").

3.5 Updating Supporting Role Stakeholder Engagement and Communications Plan

Project Co must update and submit to BC Hydro's Representative in accordance with the Review Procedure the Supporting Role Construction Period Stakeholder Engagement and Communications Plan and the Supporting Role Services Period Stakeholder Engagement and Communications Plan annually during the Construction Period and the Services Period respectively no later than 30 Business Days after each anniversary date.

4. COMMUNITY RELATIONS

4.1 Content of Supporting Role Construction Period Stakeholder Engagement and Communications Plan

The Supporting Role Construction Period Stakeholder Engagement and Communications Plan must clearly describe how, during the Construction Period, Project Co will provide the supporting role for the community relations program which will include:

- (a) supporting BC Hydro in a proactive community relations program to provide stakeholders and the public with regular or scheduled information on Construction, including notification and timing of road or trail closures, and construction updates such as public information bulletins, public displays, advertising, website, construction notices, open houses, milestone announcements and celebrations, news releases and media tours, that BC Hydro considers necessary or desirable in order to conduct and implement the community relations program;

- (b) supporting BC Hydro's lead role by responding to day-to-day enquiries and complaints on issues and concerns arising out of Construction as requested by BC Hydro;
- (c) supporting BC Hydro by attending stakeholder meetings (Rotary Clubs, Chamber of Commerce, NGO groups, and so on);
- (d) supporting BC Hydro's communications and media relations by providing clear, consistent and accessible Construction information, (i.e. number of workers, and the local workers and local contractors involved in the Project, and to collaborate on local employment success stories), so that BC Hydro can utilise this in disseminating information on construction activities;
- (e) supporting BC Hydro's communications activities by supplying timely and accurate information to BC Hydro about the Project as requested by BC Hydro;
- (f) consulting with BC Hydro in its development of a Community Site Office. Project Co will maintain the Community Site Office; and
- (g) supporting BC Hydro with the Construction Community Liaison Committee. **Please refer to Section 5.2 [Construction Community Liaison Committee] of this Schedule for obligations.**

4.2 Communication Methods and Minimum Requirements – Construction Period

The Supporting Role Construction Period Stakeholder Engagement and Communications Plan must describe how the requirements in Table 4.2 will be implemented during the Construction Period.

Table 4.2

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|--|--|
| Phone Line | <p>Category: Safety or environmental emergency calls.</p> <p>Process: All public calls will be received and responded to by BC Hydro.</p> <p>Project Co Responsibility: To provide 24/7 coverage to support BC Hydro in responding to an emergency phone call.</p> | <p>Within 30 minutes of phone call</p> <p>(24/7)</p> |

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|---|--|
| Phone Line | <p>Category: A media or urgent stakeholder call.</p> <p>Process: All public calls will be received and responded to by BC Hydro.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue with BC Hydro and then Project Co to provide a written response to BC Hydro in response to a phone call; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the phone call.</p> | <p>1 hour to develop interim or holding key messages (From 8:00 am to 5:00 pm – if outside of business hours, by 9:00 am next day)</p> <p>2 hours to develop final key messages (From 8:00 am to 5:00 pm – if outside of business hours, by 10:00 am next day)</p> |
| Phone Line | <p>Category: A day-to-day call about the Project, such as number of people working, current major construction activities, and similar information.</p> <p>Process: All public calls will be received and responded to by BC Hydro.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and then provide a written response to BC Hydro in response to a phone call; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the phone call.</p> | 24 hours |
| E-mail Notification | <p>Category: There will be scheduled e-mail notification on Project information approximately every month, or as identified by BC Hydro, to provide updates on Project activities such as trail closure notices as needed.</p> <p>Process: BC Hydro will proactively issue notification e-mails about the Construction information.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro in response to an e-mail; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the e-mail.</p> | 5 Business Days from written request by BC Hydro |

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|--|--|
| E-mail Response | <p>Category: Project Co response from media or urgent stakeholder issue.</p> <p>Process: BC Hydro will receive, issue and maintain all e-mail correspondence and notification in providing the public and stakeholders with Construction information.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and then provide a written response to BC Hydro in response to an e-mail; BC Hydro will then use/modify the written response in support of BC Hydro's obligation to respond to the e-mail.</p> | <p>2 hours</p> <p>(From 8:00 am to 5:00 pm – if outside of business hours, by 10:00 am next day)</p> |
| E-mail Response | <p>Category: Response from a general email media or non-urgent stakeholder issue.</p> <p>Process: BC Hydro will receive, issue and maintain all e-mail correspondence and notification in providing the public and stakeholders with Construction information.</p> <p>Project Co Responsibility: To provide a contact person to discuss the issue and then provide a written response to BC Hydro in response to an e-mail; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the e-mail.</p> | <p>24 hours from receipt of a day-to-day e-mail</p> |
| Direct Mail | <p>Category: Direct mail may occur approximately quarterly and provide general Project information and updates.</p> <p>Process: BC Hydro will describe Project/Construction and updates to the public and stakeholders as needed. Project Co will be required to provide information for these direct mail pieces.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro in response to a letter; BC Hydro will then use the written response in support of BC Hydro's direct mail piece.</p> | <p>5 Business Days from written request by BC Hydro</p> |

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|--|---|
| Advertising | <p>Category: There will be scheduled advertisements approximately every four months on Project information along with possible broader BC Hydro corporate advertising.</p> <p>Process: BC Hydro will develop and issue the advertisements.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro in response to advertisement design and content; BC Hydro will then use the written response in support of BC Hydro's advertisement.</p> | 5 Business Days from written request by BC Hydro |
| Website | <p>Category: Updates to the Website on Construction will be as needed.</p> <p>Process: Project Website to be maintained by BC Hydro.</p> <p>Project Co Responsibility: To provide written materials and construction pictures for these updates.</p> | 2 Business Days before intended Website update |
| Media Releases | <p>Category: Public notices for construction activities.</p> <p>Process: BC Hydro will be the lead on all media releases, and will distribute. Project Co must advise BC Hydro of any public notices for construction activities/closures and submit such notices to BC Hydro's Representative (such as identified in Schedule 23 [<i>Public Safety and Public Use</i>]).</p> <p>Project Co Responsibility: To provide written information to BC Hydro for the news release; BC Hydro will then use the written information in support of BC Hydro's obligation to issue the news release.</p> | 10 Business Days prior to a road closure date, and 5 Business Days prior to a trail closure date. |

| Communication Tools | BC Hydro Requirements | Response time |
|-----------------------|---|--------------------------------------|
| Media Releases | <p>Category: Incident management issues which require immediate issuance of media release.</p> <p>Process: BC Hydro will issue and be the lead on all media releases. Project Co will work with BC Hydro for incident management issues which require immediate issuance of media release.</p> <p>Project Co Responsibility: Provide BC Hydro with a person to contact and an emergency number to discuss/collaborate on the issue and to provide written information to BC Hydro for the news release; BC Hydro will then use the written information in support of BC Hydro's obligation to issue the news release. BC Hydro will distribute.</p> | 2 hours before intended distribution |
| Media Interviews | <p>Category: Request from media for an interview.</p> <p>Process: BC Hydro will identify appropriate lead for interview. In the event a spokesperson is required, BC Hydro will determine the spokesperson. Project Co will not lead or direct the interview.</p> <p>Project Co Responsibility: To provide an approved communications lead to support the BC Hydro spokesperson as reasonably requested by BC Hydro. All media enquiries are to be forwarded to BC Hydro to coordinate response. Project Co is not to respond to the media without BC Hydro permission.</p> | 1 hour before intended interview |
| Community Site Office | <p>Category: Community outreach on Project activities and updates.</p> <p>Process: BC Hydro will utilize a community site office for public access and Project information. This community site office will be staffed by BC Hydro reps and potentially Project Co reps at various times. Occupation may be twice per week during summer and weekly during winter.</p> <p>Project Co Responsibility: As required by the Strategic Stakeholder Engagement and Communications Plan. Communications Manager to participate in planning and support.</p> | |

| Communication Tools | BC Hydro Requirements | Response time |
|---|---|---|
| Annual Community Off-site Open House | <p>Category: An open house for the community to be held annually.</p> <p>Process: BC Hydro and Project Co will profile the Project annually through an open house. This is an opportunity for the community to see project evolution through pictures, maps, diagrams, and presentations. This “off-site” open house will allow the community to continue to learn and follow the project by talking to discipline experts.</p> <p>Project Co Responsibility: As required by the Strategic Stakeholder Engagement and Communications Plan. Communications Manager to provide text, graphics and other support materials for the event. Project Co to provide representatives at the open house, as requested by BC Hydro.</p> | 20 Business Days in advance to provide BC Hydro with event support |
| Annual Community Construction Site Open House | <p>Category: Opportunity for the community to see milestone or unique construction issues (i.e. tunnel excavation). This will allow the community to access the site and maintain interest and support. This event will require portions of the site to be shut down for a maximum of one weekend day (five hours) per year.</p> <p>Process: BC Hydro and Project Co to determine which construction activity is to be profiled and provide community access once per year.</p> <p>Project Co Responsibility: As required by the Strategic Stakeholder Engagement and Communications Plan. Communications Manager to participate in planning and support.</p> | 25 Business Days in advance of site event to provide BC Hydro with date and event support |

| Communication Tools | BC Hydro Requirements | Response time |
|--|---|---|
| Construction Community Liaison Committee | <p>Category: Construction Community Liaison Committee to identify and suggest mitigation measures to reduce potential impacts on the community.</p> <p>Process: BC Hydro will develop and facilitate the Construction Community Liaison Committee. Project Co must attend the Construction Community Liaison Committee meetings with BC Hydro. About 3 meetings per year.</p> <p>Project Co Responsibility: As required by the Strategic Stakeholder Engagement and Communications Plan. Communications Manager to participate in planning and support.</p> | 5 Business Days in advance of meeting to provide BC Hydro with information/presentation needs |
| General Stakeholder Meetings | <p>Category: Meetings to present current Construction activity information and identify and minimize Construction activity impacts. The types of meetings include Rotary, Chamber of Commerce, City Council, and stakeholder groups.</p> <p>Process: BC Hydro will maintain ongoing relationships with stakeholders and community groups. Project Co must attend such meetings with BC Hydro. About 6 meetings per year, but dependant on issues, more meetings may be required as identified by BC Hydro</p> <p>Project Co Responsibility: As required by the Strategic Stakeholder Engagement and Communications Plan. Communications Manager to participate and provide support.</p> | 5 Business Days in advance of meeting to provide BC Hydro with information/presentation needs |

| Communication Tools | BC Hydro Requirements | Response time |
|-------------------------------|---|--|
| Time Lapse Video (HD quality) | <p>Category: Requirement for a time-lapse video diary documenting the Construction and completion of the new Powerhouse.</p> <p>Process: Project Co to take a high-definition video clip, once per week from the same vantage point at the new Powerhouse location, for the duration of the Powerhouse construction period.</p> <p>Project Co Responsibility: To produce and provide BC Hydro with annual high-definition video footage of the Construction of the new Powerhouse. Once Construction of the new Powerhouse is completed, Project Co is to produce and provide BC Hydro with a 3- or 4-minute time-lapse video (in high-definition quality) on DVD/CDR, showing the transition from the Existing Powerhouse to the completion of the new Powerhouse.</p> | <p>Annual video footage to be provided to BC Hydro within 30 days of the anniversary date of the Stakeholder Engagement and Communications Plan</p> <p>Final video to be provided to BC Hydro 30 Business Days after Construction completion of the new Powerhouse</p> |

4.3 Content of Supporting Role Services Period Stakeholder Engagement and Communications Plan

- (a) The Supporting Role Services Period Stakeholder Engagement and Communications Plan must describe clearly how, during the Services Period, Project Co will assist BC Hydro to manage a proactive community relations program to provide the public and stakeholders with regular information and respond to enquiries from the public.
- (b) The Supporting Role Services Period Stakeholder Engagement and Communications Plan must describe clearly how, during the Services Period, Project Co will assist in providing a contact to help respond to any public questions and clarifications from emails, letters or phone calls, and preparation for stakeholder meetings, so that BC Hydro can:
 - (1) generate clear, consistent and accessible Project information for stakeholders, the public and the media;
 - (2) distribute Project information and respond to enquiries from the public in a timely manner; and
 - (3) proactively engage stakeholders and support reasonable stakeholder initiatives.

4.4 Communication Methods and Minimum Requirements – Services Period

The Supporting Role Services Period Stakeholder Engagement and Communications Plan must describe how the requirements in Table 4.4 of this Schedule will be implemented during the Services Period.

Table 4.4

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|--|--|
| Phone Line | <p>Category: Emergency call.</p> <p>Process: All public calls will be received and responded to by BC Hydro.</p> <p>Project Co Responsibility: To provide 24/7 coverage to support BC Hydro in responding to an emergency phone call.</p> | <p>Within 30 minutes of phone call (24/7)</p> |
| Phone Line | <p>Category: A media or urgent stakeholder call.</p> <p>Process: All public calls will be received and responded to by BC Hydro.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and then provide a written response to BC Hydro in response to a phone call; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the phone call.</p> | <p>1 hour to develop interim or holding key messages (From 8:00 am to 5:00 pm – if outside of business hours, by 9:00 am next day)</p> <p>2 hours (From 8:00 am to 5:00 pm – if outside of business hours, by 10:00 am next day)</p> |
| Phone Line | <p>Category: A day-to-day call such as the Project maintenance schedule, and so on.</p> <p>Process: All public calls will be received and responded to by BC Hydro.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and then provide a written response to BC Hydro in response to a phone call; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the phone call.</p> | 24 hours |

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|---|--|
| E-mail Notification | <p>Category: There will be scheduled e-mail notification on Project information approximately annually.</p> <p>Process: BC Hydro will receive issue and maintain all e-mail correspondence and notification in providing the public and stakeholders with Services activities information.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro in response to an e-mail; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the e-mail.</p> | 10 Business Days before intended e-mailing |
| E-mail Response | <p>Category: Project Co response from media or urgent stakeholder issue.</p> <p>Process: BC Hydro will receive, issue and maintain all e-mail correspondence and notification in providing the public and stakeholders with Services activities information.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and then provide a written response to BC Hydro in response to an e-mail; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the e-mail.</p> | <p>2 hours</p> <p>(From 8:00 am to 5:00 pm – if outside of business hours, by 10:00 am next day)</p> |
| E-mail Response | <p>Category: Response from a general email media or non-urgent stakeholder issue.</p> <p>Process: BC Hydro will receive, issue and maintain all e-mail correspondence and notification in providing the public and stakeholders with Services activities information.</p> <p>Project Co Responsibility: To provide a contact person to discuss/collaborate on the issue and then provide a written response to BC Hydro in response to an e-mail; BC Hydro will then use the written response in support of BC Hydro's obligation to respond to the e-mail.</p> | 24 hours from receipt of a day-to-day e-mail |

| Communication Tools | BC Hydro Requirements | Response time |
|---------------------|--|---|
| Direct Mail | <p>Category: Direct mail may occur approximately annually and provide general Project information and updates.</p> <p>Process: BC Hydro will describe Project activities and updates to the public and stakeholders as needed. Project Co will be required to provide information for these direct mail pieces.</p> <p>Project Co Responsibility: To provide a written response to BC Hydro in response to a letter; BC Hydro will then use the written response in support of BC Hydro's direct mail piece.</p> | 10 Business Days before intended mailing |
| Media Releases | <p>Category: Operations/maintenance notices.</p> <p>Process: BC Hydro will be the lead on all media releases, and will distribute. Project Co must advise BC Hydro of any operations/maintenance notices to BC Hydro's Representative.</p> <p>Project Co Responsibility: To provide contact person to discuss/collaborate on the issue and then provide written information to BC Hydro for the news release; BC Hydro will then use the written information in support of BC Hydro's obligation to issue the news release.</p> | 10 Business Days before intended distribution |
| Media Releases | <p>Category: Incident management issues which require immediate issuance of media release.</p> <p>Process: BC Hydro will issue and be the lead on all media releases. Project Co will work with BC Hydro.</p> <p>Project Co Responsibility: Provide BC Hydro with a person to contact and an emergency number to discuss/collaborate on the issue and to provide written information to BC Hydro for the news release; BC Hydro will then use the written information in support of BC Hydro's obligation to issue the news release.</p> | 2 hours before intended distribution |

| Communication Tools | BC Hydro Requirements | Response time |
|--|---|---|
| Media Interviews | <p>Category: Request from media for an interview.</p> <p>Process: BC Hydro will identify appropriate lead for interview.</p> <p>Project Co Responsibility: To provide an approved communications lead to support the BC Hydro spokesperson as reasonably requested by BC Hydro.</p> | 1 hour before intended interview |
| Campbell River System Hydroelectric Facilities Liaison Committee | <p>Category: Construction Community Liaison Committee meetings to provide general information, and to identify and suggest mitigation measures to reduce potential impacts on the community.</p> <p>Process: BC Hydro will develop and facilitate the Construction Community Liaison Committee. Project Co must attend such meetings with BC Hydro. About 1-2 meetings per year.</p> <p>Project Co Responsibility: To provide staff support and resource support (PowerPoint presentations, pictures, diagrams/maps, and other support materials at the request of BC Hydro to support Committee meetings).</p> | 5 Business Days in advance of meeting to provide BC Hydro with information/presentation needs |
| Stakeholder Meetings | <p>Category: Stakeholder Meetings to discuss maintenance issues, identify and minimize potential community impact. The types of meetings include Rotary, Chamber of Commerce, City Council, and stakeholder groups.</p> <p>Process: BC Hydro will maintain ongoing relationships with stakeholders and community groups. Project Co to attend such meetings with BC Hydro. About 3 meetings per year, but dependant on issues, more meetings may be required as identified by BC Hydro.</p> <p>Project Co Responsibility: To provide staff support and resource support (PowerPoint presentations, pictures, diagrams/maps, and so on to support stakeholder meetings).</p> | 5 Business Days in advance of meeting to provide BC Hydro with information/presentation needs |

4.5 Implementation

Project Co must implement and comply with the Supporting Role Construction Period Stakeholder Engagement Communications Plan and the Supporting Role Services Period Stakeholder Engagement and Communications Plan.

5. PUBLIC COMMUNICATION AND CONSULTATION

5.1 Content of Supporting Role Construction Period Stakeholder Engagement and Communications Plan

The Supporting Role Construction Period Stakeholder Engagement and Communications Plan must clearly describe how, during the Construction Period, Project Co will provide the supporting role for public communications including the following:

- (a) providing a contact to respond to any public enquiries and assist BC Hydro in responses to those enquiries (i.e. placement of signage);
- (b) providing information for public and stakeholder site interpretive displays/wayward signage, so that BC Hydro and Project Co can design the map/diagrams/words to BC Hydro corporate standards. Project Co will print/develop the displays and then place at the Site (see reference to Schedule 23 [*Public Safety and Public Use*]);
- (c) attending with representatives of BC Hydro at public, community and stakeholder meetings, other small or large group meetings, municipal council and local government presentations, and such other meetings as BC Hydro deems necessary or desirable; and
- (d) providing personnel (i.e. Communications Manager) experienced in making public consultation presentations in a support role.

5.2 Construction Community Liaison Committee

- (a) BC Hydro will organize and establish a group of representative stakeholders to form a multi-stakeholder advisory group (the “**Construction Community Liaison Committee**”). BC Hydro will create the terms of reference for the Construction Community Liaison Committee. The terms of reference will address membership of the group, meeting frequency and format, and the meeting facilitation and chair.
- (b) BC Hydro, with Project Co support, at each meeting must engage with the Construction Community Liaison Committee and hear the concerns and issues raised by the Committee on all matters relating to impacts to the community with respect to construction activities during the Construction Period.
- (c) Project Co must consider all concerns, issues and matters raised by the Construction Community Liaison Committee at each meeting. Within 15 Business Days of each meeting with the Construction Community Liaison Committee, Project Co must prepare and deliver to BC Hydro a report, which must:
 - (1) demonstrate in detail how Project Co considered the concerns, issues and matters raised by the Construction Community Liaison Committee and how Project Co proposes to address and remedy each of the concerns, issues and

matters raised by the Construction Community Liaison Committee, provided that such will not create additional obligations for Project Co; and

- (2) if Project Co proposes not to address or remedy in whole or in part any concern, issue or matter raised by the Construction Community Liaison Committee, provide reasons why it proposes not to address or remedy in whole or in part any concern, issue or matter raised by the Construction Community Liaison Committee.

6. MEDIA RELATIONS

6.1 Construction Period and Services Period – Project Co Supporting Role

Project Co must during the Construction Period and the Services Period provide the supporting role for the following activities relating to media relations:

- (a) As requested by BC Hydro, Project Co will assist BC Hydro to respond to a media enquiry. This includes providing all information and data regarding the status of the Project, any traffic incidents, emergencies or other occurrences on the Project site and any other information and data BC Hydro may need to appropriately respond to media enquiries; and
- (b) Provide media opportunities/site tours for milestone and unique construction events. These may include commencement of project construction, generating station excavation, tunnel excavation, to station commissioning. By extension, to assist and allow MLA, Minister, and City Council site tours as required.