

Highways England Company Limited

Area 12

Asset Delivery (AD)

Scope

Annex 12

Communications

CONTENTS AMENDMENT SHEET

Issue No.	Revision No.	Amendments	Initials	Date
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1 COMMUNICATIONS

1.1 Introduction

- 1.1.1 The *Client* publishes an annual communications plan see link in Annex 3, which sets key themes and messages for the coming year. This is to be further supported by a project communications plan, to be produced by the Contractor. The project communications plan sets out the Contractor's approach to the delivery of *service*. All communication activity should support the key themes and messages within the annual communications plan.

1.2 General Communication

- 1.2.1 The Contractor is to liaise with the *Service Manager*, in the first instance, in relation to all communications activities, opportunities and/or issues, unless otherwise agreed by the *Client*.
- 1.2.2 The Contractor catalogues and records all documents, relating to communications undertaken during the life time of this contract, in accordance with Annex 19.
- 1.2.3 The Contractor provides a monthly communications report to the *Service Manager*. The report is a mandatory requirement and is to include details of all proactive and reactive communications activity undertaken by the Contractor (and subcontractor where applicable). The report also includes details of all known existing or potential communication risks (e.g. damage to the *Client's* reputation), known enquiries or issues; progress with project milestones, and community liaison work. The Contractor is not required to purchase a media monitoring or cuttings service in order to prepare the monthly report or as part of this contract.
- 1.2.4 The Contractor provides a project communications plan, prior to the commencement of an event or communications activities relating to the *service*, along with any copies of communications literature (e.g. leaflets and/or other printed materials) developed by the Contractor for use prior to, or during, the *service*.
- 1.2.5 All communication plans produced by the Contractor require acceptance by the *Client* prior to the implementation of the plans, and the commencement of the *service*. The Contractor puts into action the accepted communications plan.
- 1.2.6 The Contractor works with the *Service Manager* to identify key groups of customers and interested parties they need to communicate with. The

Contractor works with the *Service Manager* to ensure these groups have the information required via the *Client's* approved channels of communication.

1.2.7 The Contractor ensures that customers have the opportunity to provide feedback to the Contractor and/or the *Client* in relation to the *service*.

1.2.8. The *Client* provides:

- strategic advice on stakeholder, community and public engagement;
- guidance on the management of any campaign and/or lobbyist groups, professional bodies and/or organisations who vocally oppose the *service*;
- proactive and reactive communications advice for any activities which fall outside of the scope of the contract.
- communications advice on the delivery of key milestones in relation to the *service*;
- response to regional / national media enquiries;
- advice on the creation, implementation and management of all communication plans;
- stakeholder, community and media handling for negative/crisis issues;
- draft statements where required;
- "Lines to take" to be updated throughout the contract period;
- contributions to customer and community communications if required;
- advice on the most appropriate application of the *Client's* visual branding guidelines and visual identity specification; and
- guidance on events, production of communications and announcements.

1.2.9 The *Client* requires:

- regular liaison between the Contractor and the *Client*;
- the Contractor to attend a monthly communications management meeting, set up by the *Client*, to discuss communications best practise, all known existing or potential risks, any other all communications activities relating to the *service*;
- a basic fact sheet and route map to be available for issue to the media as required; and
- the Contractor to commit to maintain regular and open communication with the *Client*.

1.3 Media Relations

- 1.3.1 The Contractor seeks prior approval from the *Client* before any contact is made with the media in relation to this contract. The Contractor retains regular contact with the *Service Manager*, as required by the *Client*.
- 1.3.2 The Contractor accepts that the *Client* can issue press notices and generate other publicity in relation to the contract (e.g. offering media interviews or placing articles in the press).
- 1.3.3 The Contractor does not release any information until the *Client* has made its own announcement to the media in relation to the award of a contract and/or the commencement of the new service. The Contractor seeks prior approval from the *Client* before issuing press notices.
- 1.3.4 The Contractor immediately notifies the *Client* of any media enquiries received by the Contractor in relation to the contract. The Contractor does not make any comments or attend any interviews to the media without seeking prior written consent from *Client*.
- 1.3.5 The Contractor immediately informs the *Client* of any possible reactive or proactive media opportunities in relation to the contract, including any sensitive issues that may attract media interest.
- 1.3.6 The Contractor provides the *Client* with any information, which enables the *Client* to provide advance and reactive notice to the media in relation to the impact this contract may have upon road users (e.g. providing details on programme dates proposed lane closures, traffic safety and management measures, and alternative routes).
- 1.3.7 The Contractor seeks prior approval from the *Client* before arranging any visits to any location that fall under the contract, by journalists, photographers, film crews. The Contractor is responsible for arranging all facilities and attendees required for the visits.
- 1.3.8 The Contractor makes explicitly clear when speaking on behalf of the *Client* during media activities (e.g. interviews) in connection with the contract. The Contractor seeks prior written approval from the *Client* before conducting interviews in relation to the *Client's* policies and procedures.

1.4 Social Media

- 1.4.1 The Contractor adheres to the *Client's* Social Media Policy see link in Annex 3, when undertaking any social media activities on behalf of the *Client*, or in relation to the *service*.

- 1.4.2 The *Client* uses its own social media channels to promote work being undertaken on its behalf by the Contractor. The Contractor must not set up any social media channels on behalf of the *Client*.
- 1.4.3 Where the Contractor requires the use of social media to communicate on behalf of the *Client*, and/or in relation to the *service*, the Contractor must seek prior approval from the *Client*.
- 1.4.4 The Contractor seeks written approval from the *Client* prior to undertaking any social media activity, in association with or, on behalf of the *Client* or the *service*, via its own social media channels.
- 1.4.5 The Contractor is to maintain regular and open communication with the *Client* where instructed to do so throughout the lifetime of the contract.
- 1.4.6 The Contractor must make the *Client-Contractor* relationship explicit when undertaking social media activity on behalf of the *Client* or in relation to the *service*.
- 1.4.7 The Contractor does not release any information on social media in relation to the award of a contract and/or the commencement of the new *service*, until the *Client* has made its own announcement via its own approved media channels. The *Client* reserves the right to decline any posts, by the Contractor, on social media.
- 1.4.8 The Contractor must not respond to any customers enquiries about, or on behalf of, the *Client* via its own social media channels, unless otherwise agreed with the *Client*. The Contractor passes all social media enquiries to the *Client*, immediately.
- 1.4.9 The Contractor takes all necessary action to notify the *Client* where roadworks will impact on the road user, enabling the *Client* to effectively communicate this information via its own social media channel.

1.5 Branding and Marketing

- 1.5.1 The Contractor adheres to the *Client's* tone of voice and visual branding guidelines, particularly when undertaking any public facing activities. The *Client's* visual identity specifications are:
- Highways England: Our Visual Identity, see link in Annex 3;
 - 'Normal not formal. A guide to our corporate narrative, tone of voice and writing style' see link in Annex 3.
- 1.5.2 The Contractor uses the *Client's* existing approved templates and all other applicable materials, so far as is practicable when developing and producing communication plans for the contract. The Contractor seeks approval from the *Client* before using its own templates and materials.

- 1.5.3 The Contractor conforms to the *Client's* visual identity and branding policy and technical specifications, including for the preparation and production of all information and communications materials including signs and works signage. These are set out in the *Client's* visual identity specifications and visual branding guidelines, as outlined in clause 1.5.1 above, and further information is available from the *Client*. All material must be approved by the *Client*.
- 1.5.4 The Contractor adheres to *the Client's* visual branding guidelines and visual identity specification in relation to the branding and removal of branding of any dedicated operations vehicles. This will also apply to letters, emails, personal protection equipment, PowerPoint presentations, leaflets, newsletters, statutory notices and all other materials. For a full list of where *Client* logos can and cannot be used, refer to the *Client's* visual branding guidelines and visual identity specifications referred to in clause 1.h.1. The *Client's* branding is to be present on all contract related materials.
- 1.5.5 All branding and design issues are the responsibility of the *Client* and the Contractor seeks, follows and implements the advice of this team.
- 1.5.6 The Contractor provides the *Service Manager*, as required, with information in relation to the *contract*, to update the *Client's* website. All content must be approved by the *Client* prior to issue onto the website. All material relating to the contract on the *Clients'* or other external websites (i.e. non-*Client* websites) must make the *Client*-Contractor relationship explicit in that the Contractor is working on behalf of the *Client*.
- 1.5.7 The Contractor undertakes all information and communication activities, commensurate with major closures, and adheres to all spending or operational restrictions in force at that time. The Contractor takes all necessary action to ensure that road users and other stakeholders are aware of the closure before commencing their journeys.

1.6 Traffic Management

- 1.6.1 The Contractor uses channels as agreed with the *Client*, including those owned by the *Client*, to inform customers of road and/or lane closures and to timescales outlined in the *Client's* network occupancy requirements, see link in Annex 3, including the times and dates of the closure, unless otherwise agreed by the *Client*.
- 1.6.2 The Contractor undertakes engagement in the local community to provide advanced notice of intended roadworks. This includes, but is not limited to, local authority briefings, information notices to emergency and breakdown services, publicity material at service areas, petrol filling stations, seaports and airports, network reliant businesses, press releases, dialogue with broadcast media, publicity campaigns, use of existing Highways England Variable Message Signs, use of strategically placed Portable Variable

Message Signs and use of Journey Time Recognition System. The Contractor adheres to the *Client's* Branding and Style Guidelines when delivering the activities in order to enhance or protect the *Client's* reputation.

- 1.6.3 The Contractor works collaboratively with all stakeholders to avoid closure clashes to ensure that alternative routes remain available for use by road users. The Contractor carefully manages all closures on routes, which are regularly used by road users, to reduce delays to a minimum. Where clashes or impact is unavoidable, the Contractor will communicate the issue to the *Service Manager*.
- 1.6.4 The Contractor prepares a traffic management communications plan and submits to the *Client* for acceptance prior to the commencement of any planned works. The traffic management communications plan is to include key messages, communication channels, communications procedures and target audiences identified by the Contractor, and communications contingency plans for addressing incidents and/or emergencies. The traffic management communications plan must clearly align to the *Client's* vision, values and company narratives, allowing stakeholders to understand how the works contribute to the *Client's* overarching company objectives.
- 1.6.5 The Contractor includes the *Service Manager* in all monthly review meetings where key milestones and any proposed changes to the traffic management communications plan are reviewed and agreed.
- 1.6.6 The Contractor takes all necessary action to ensure all road users are aware of the road works or closures before commencing their journeys. The Contractor must consult with the *Service Manager* who will advise on these issues. Where applicable, the Contractor expands on the programme of activity.

1.7 Publicity and Public Relations

- 1.7.1 The Contractor manages all queries and complaints received, in relation to the *service*, in accordance with all *Client* policies and procedures, including the *Client's* complaints procedure, see link in Annex 3. The Contractor accepts the *Client's* definitions, complies with the *Client's* policies and procedures, and to timescales outlined by the *Client* in relation to customer correspondence and complaints.
- 1.7.2 The Contractor maintains a record of all correspondence and complaints, and any actions taken, in relation to the contract. The *Contractor* retains all records in accordance with Annex 19- Records.
- 1.7.3 The Contractor provides information, as required by the *Client*, to facilitate the preparation of all statements and responses to enquiries and/or concerns raised by, or on behalf of the public. This may also include enquiries and/or concerns raised by a public organisation (e.g. the United Kingdom

parliament). The Contractor is to provide the information to the *Service Manager* within the time period specified by *Client* (acting reasonably having regard to the purpose of the provision of the information requested and to the nature and extent of the information requested).

- 1.7.4 Where enquiries and/or concerns are raised with, or addressed to the *Client* (and not with the Contractor directly), the Contractor is to communicate its response via the *Client*, and not directly with member of Public, or Public Organisation without having obtained prior written approval from the *Client* of the form and terms of its communications, save to the extent that they are legally required to do otherwise.
- 1.7.5 The Contractor seeks prior approval from the *Client* before any communications or publicity activity is undertaken by the Contractor on behalf of the *Client*.
- 1.7.6 The Contractor informs the *Client* of any significant community issues and/or any public meetings being held in relation to the *service*, and to the timescales specified by the *Client*.
- 1.7.7 The Contractor seeks prior written approval from the *Client* before accepting any invitations to appear at public meetings or events on behalf of the *Client*, or in relation to the *service*.
- 1.7.8 The Contractor populates and maintains the *Client's* stakeholder management tracker, in order to set out and record engagement and progress with key stakeholder groups in relation to the contract.
- 1.7.9 The Contractor commits to regular and open communication with the *Service Manager* and any other applicable internal/external stakeholders of the *Client*.
- 1.7.10 The Contractor submits all communication materials and documents to the *Client* for review and publication approval and must provide the *Client* with two weeks notice to undertake the review.
- 1.7.11 The Contractor immediately informs the *Client* of any communications, in relation to the contract with:
- identified stakeholder groups at regional and/or national level
 - Local or National Media; and
 - Members of Parliament (MPs) or Members of European Parliament (MEPs); and
 - any other third party where the matters in question might reasonably be expected by the Contractor to have political significance and/or be in the public interest, or concern issues of policy.

- 1.7.12 The Contractor provides the *Client* with a briefing document, prior to the commencement of the works, which provides details of the project background, key objectives and any communication requirements.
- 1.7.13 The Contractor makes recommendations to the *Client* on publicity arrangements relating to this contract.
- 1.7.14 The Contractor informs Others affected by the *service*.
- 1.7.15 Any publicity activity for works which are being carried out by the Contractor, on behalf of the *Client*, must make the *Client*-Contractor relationship clearly explicit.

1.8 Community Relations

- 1.8.1 The Contractor seeks prior written approval from the *Client* before issuing any newsletters, information materials and/or significant correspondence to community groups or individuals in relation to the contract. The *Service Manager* and the Contractor observe any spending or operational restrictions applicable to communications, marketing and publicity activities.
- 1.8.2 The Contractor immediately informs the *Service Manager* of any community issues and/or any public meetings being held in relation to the works or this contract.
- 1.8.3 The Contractor seeks approval from the *Client* prior to accepting any invitations to appear at public meetings or events in relation to this contract.
- 1.8.4 The Contractor includes media and community liaison issues as an agenda item at all monthly review meetings.