

Lessons learned from one of New Zealand's most challenging civil engineering projects: rebuilding the earthquake damaged pipes, roads, bridges and retaining walls in the city of Christchurch 2011 - 2016.

Five easy steps to minimise impact on businesses poster

Story: Business Support Programme

Theme: Communications and Community

A tool, in the form of a poster, given to workshop and toolbox participants and hung up at worksites and in offices, outlining five easy steps to minimise the impact of roadworks on businesses.

This document has been provided as an example of a tool that might be useful for other organisations undertaking complex disaster recovery or infrastructure rebuild programmes.

For more information about this document, visit www.scirtlearninglegacy.org.nz



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Five easy steps to minimise impact on businesses

- 1 Get to know the area**
Are there any businesses near your work site? They aren't always where you expect.
- 2 Provide as much access as possible**
Can you complete high impact work near the business when it is closed?
- 3 Make sure the access is clearly signed**
Is it clear how customers can access the business? Where do they park?
- 4 Keep the business informed**
Communicate clearly, honestly and politely about changes which affect the business owner.
- 5 Support local businesses**
Could you buy your coffee or lunch from a shop near your work site?



Each day of road works can mean reduced income for business owners; especially if the work site impacts on customer parking or makes access to their business more difficult.



Support local businesses when you can. Keep in regular contact with business owners



How can I get to the shop? Make it easy for customers to find the business



Minimise impacts on businesses by finishing and reinstating the site as quickly as possible

Our research results - March

51% of business owners are satisfied with the rebuild process



Can we beat this score? Let's go for it!

If in doubt, direct business owners to your communication team