

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.

Site visit information day staff briefing

Story: Site Visit Information Days

Theme: Communication and Community

An example of a briefing provided to support staff hosting an event so they fully understood their roles and the focus of the event.

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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Pump Station Information Day – Briefing for Staff.

Purpose of event:

To inform both the local and wider community of the new vacuum wastewater system and pump station for the location community and catchment.

Style/feel of the event:

Informal conversations, informal viewing of materials.

Stakeholders:

Directly affected residents and stakeholders, residents from the surrounding neighbourhoods, commuters, local mall users.

Event details:

- **Timeline:** Saturday 27 October 2012, 9.45am-2.15pm
- **Venue:** The Palms Mall (outside K Mart)
- **Promotion:** Flier to affected residents, e-newsletter.
- **Clothing:** Please wear a company branded shirt and a name badge so that the public can identify that you are involved in the project.

Event Resources:

- Information panels on the vacuum wastewater system and pump station.
- SCIRT branded collateral.

Staffing:

- Shifts of Communications, Construction, Environmental/Safety, and Technical staff

Health and Safety

- Please ensure that all team members know your whereabouts at all times in case of an emergency
- Spend a few minutes familiarising yourself with your site location and the nearest exits and identifying hazards in your area and surrounding areas.
- Remember if there is an earthquake
 - (a) **REMAIN CALM** at all times.
 - (b) **STAY INSIDE THE MALL** unless a life threatening situation develops.
 - (c) **TAKE COVER** under a desk, and **HOLD TIGHT** to whatever is available. Otherwise cover your head with your arms and crouch down beside an interior wall.
 - (d) **WAIT FOR THE MOVEMENT TO CEASE.** Do not attempt to exit while the building is still moving.
 - (e) **WAIT** for instructions from the event organisers.
- A First Aid kit will be onsite - know who your trained First Aider is!

Staffing - Key messages

It is critical that when the SCIRT communication team is at community events that the responses and messaging are consistent. The key messages for this event are outlined below:

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| Who is SCIRT and what is our role (note distinction CERA and Council) | <ul style="list-style-type: none">• SCIRT is a partnership between Christchurch City Council, Canterbury Earthquake Recovery Agency (CERA), New Zealand Transport Agency (NZTA), City Care, Downer, Fletcher Construction, Fulton Hogan, and McConnell Dowell Constructors.• SCIRT is repairing the city's earthquake damaged roads, underground services (water, wastewater and storm water pipes), numerous parks, water reservoirs, public retaining walls and foot and road bridges.• The SCIRT programme of projects is one of the largest and most complex civil engineering programmes of work ever undertaken in New Zealand. |
| Prioritisation and order of works | <ul style="list-style-type: none">• Because the task is so large, some work is taking priority over others. Determining what comes first is complex and it is important that there is a well thought out planning process in place to drive the work programme.• Priority will be given to the worst damaged areas that affect the highest number of people. It is important that access is maintained in busy areas around hospitals, schools, for emergency services and key transport routes will be given high priority. |
| Value for money | <ul style="list-style-type: none">• The rebuild is being funded by central government and the City Council• SCIRT works closely with its clients to identify options and weigh up the value before making a particular decision. |
| The rebuild work | <ul style="list-style-type: none">• Underground infrastructure is something we often take for granted. We expect to turn the tap and see water flow and we expect to be able to flush our toilets. In reality, underground infrastructure is a sophisticated network of pipes and systems.• While some damage is clearly visible from the surface, thorough investigations of the situation under the ground are needed before to ensure the work is planned and carried out in the best way. This takes time as we are undertaking these investigations on a buried and 'live' system (and there are continued aftershocks).• A key goal is ensuring the new and repaired infrastructure can better withstand any future earthquake activity. SCIRT will coordinate the infrastructure planning and design to provide infrastructure that is resilient and fit to serve the people of Christchurch on a 'best-for-city' basis.• Significant progress has already been made. Where infrastructure has been permanently rebuilt, it is standing up well to seismic activity. |

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| Traffic management | <ul style="list-style-type: none"> • In order to repair underground services, roads need to be dug up and machinery moved on site. This reduces the available road space for traffic and requires the implementation of traffic management plan. • Temporary traffic flow changes will result in changes to travel times – people need to allow for this when they plan trips. • Be on the lookout for changed traffic conditions and drive to the conditions. Stay within the speed limit. |
| Safety | <ul style="list-style-type: none"> • Safety is our number one priority. We plan and undertake all activities to safeguard the safety of our communities, motorists and our workers. • Stay clear of road works and stay alert – keep children and pets at a safe distance. • Consider the safety of our work crews - be alert and follow instructions and temporary speed limits when driving through our work sites. |
| Community consultation | <ul style="list-style-type: none"> • The majority of the work SCIRT is doing involves underground repairing work. This work is very technical in nature, and we will just get on and do this work, rather than seek community feedback on the options. • If there is a significant above ground changes being made to the infrastructure, then SCIRT will consult with the local community. |
| Vacuum wastewater system | <ul style="list-style-type: none"> • The vacuum system is the best solution for this catchment. • SCIRT carefully considered a variety of options before selecting vacuum as the best option. • Vacuum system technology, whilst new to NZ is not new worldwide. • Vacuum systems and pressure systems are used in different circumstances. • The construction process will be disruptive but is a sign of progress. |

Staffing - Interacting with the public – key tips

- You will be mostly speaking with non-technical people. Avoid jargon. Explain technical terms – don't assume prior knowledge.
- Stick to your area of expertise. If a question is not your area of expertise, refer it to another staff member or note it down and advise the resident we will come back to them next week.
- It is OK to say "I don't have the answer".
- Some people are stressed by the events of the last couple years, be prepared for some level of emotion.
- If a situation starts to get emotional feel free to call in a comms person, we can help.
- Remember anything you say will be taken as 'the truth'.
- Keep a look out over the team at the open day, if you think they need help, offer it.
- Be yourself, people like to and want to talk with genuine people.

Staffing - Interacting with media

If a member of SCIRT is contacted by a journalist they should advise that they are not the appropriate person to be speaking to the media and take the journalist's details (name, number, email), and an outline of their request and advise that the appropriate person will be contact on Monday. These details are to be passed on to the Senior Communication Manager.

Remember – nothing is off the record.