

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 – traffic management edition

**Story:** Business Support Programme

**Theme:** Communications and Community

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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](http://www.scirtlearninglegacy.org.nz)



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# Five easy ways to minimise impact on businesses

## The traffic management edition

1

### Look for businesses - they aren't always where you expect

- Get to know your site
- Do the businesses have any special requirements?

2

### Provide as much access to businesses as possible

- Set up your TM carefully to allow access to businesses
- Can you leave space for customers to park?

3

### Make sure access to businesses is clearly sign-posted

- Work with the communication team to make business signage
- Can customers easily see how to get to the business?

4

### Talk to business owners about changes that affect them

- Speak politely to business owners about TM changes
- Can you help businesses receive their deliveries?

5

### Get your timing right

- Plan your TM deployment to occur immediately before work starts on site
- Can you disestablish your site as soon as work finishes too?



Each day traffic management is in place can mean reduced income for business owners; especially if the work site impacts on customer parking or makes access to their business more difficult.



SCIRT staff discussing a pedestrian refuge with a business owner on Pages Road.

If in doubt, direct business owners to your communication team