



The objective of this Policy is to enable Land + Sea Civil to carry out works with minimal impact to members of the public and the community.

This policy and procedure apply to all persons who work for Land + Sea Civil Limited, irrespective of their individual employment arrangement.



RESPONSIBILITIES

The Management Team for Land + Sea Civil are responsible for planning, implementing and controlling all works to ensure works is carried out with minimal impact to members of the public and the community.

POLICY

LSC believes in keeping a positive relationship with the members of our community and the communities in which we work. Work sites can be disruptive and have a significant impact to members of the public causing stress and frustrations which can lead to complains and abusive behavior towards workers and resistance to future projects we complete.

Impact

Our business activities have the potential to have an impact on:

- Local residents and the local community
- General public

- Nearby businesses
- Media
- Authorities
- Government
- Other interested parties.

Disruption

Disruption could include:

- Keeping people awake due to night works
- Inconvenience or temporary loss of a service as a result of works /traffic management
- Increased traffic in local streets as a result of construction activities
- Alterations to amenities i.e. footpaths, bike paths

Commitment

- Build and keep good relationships with the community
- To undertake work with the minimum disruption to the needs of the local community.
- To undertake work without any complaints

- To deal with abusive members of the public and or complaints professionally and without putting ourselves at risk.
- Help the local community in the form of employment opportunities
- Provide support to local organizations, clubs and charities through cash donations and voluntary work
- Active engagement with local communities
- Make available and provide relevant and adequate information to interested parties
- Identify potentially affected parties who may be impacted by works being undertaken and mitigate controls prior to commencement
- Where possible, work should be undertaken during "normal" hours.
 - If work is scheduled outside "normal" hours, then the potentially affected residents should be notified in person. The notices should include:

- Activities taking place
- Timing
- Duration
- Possible impacts
- Contact number (*including out of hours availability*).
- All enquiries or complaints are to be registered on the defect suggestion complaint form.

**Any updates made and the most recent version of this policy can be accessed on the LSC SharePoint*