

## PUBLIC LIAISON POLICY

CA&I recognises the importance that the our clients require from the satisfaction of the stakeholders of any community infrastructure project. It is also acknowledged that the stakeholder group most affected by the implementation phase of a project are the local businesses within the streets or surrounds that are being constructed.

With this potential risk to project success identified, CA&I will enlist the services of a dedicated public relations representative to provide a specialist component to the CA&I project management team.

CA&I intend to provide a service that surpasses the requirements of the Contract, by ensuring that all stakeholders to the project, and specifically local businesses and residents are kept well informed of construction activities and progress. CA&I will also target to complete the works in a manner that accommodates the daily needs of such businesses and residents where possible. CA&I are committed to the continual improvement in all that we do. Opportunities for improvement shall be identified throughout the project and implemented at the earliest opportunity.

Success will be measured throughout the project by limiting the number of stakeholder complaint referrals generated by the Client, and through eliminating repeat referrals.



Scott Williams  
Director

1 October 2020