

PART 1 OF SCHEDULE 17

GENERAL PRINCIPLES

1. The following principles will be reflected in the Liaison Procedures to be developed under this Agreement:
 - 1.1 the Parties should consult and cooperate with one another to the extent reasonably possible;
 - 1.2 the Parties should attempt to prepare matters on a joint basis to the extent reasonably possible;
 - 1.3 each Party is to be given a reasonable opportunity to consider matters, and where information is supplied it should include or be accompanied by sufficient explanatory or other material to enable the information to be properly considered; and
 - 1.4 so far as practicable, matters arising should be discussed immediately between those concerned so that where in any Liaison Procedures there is reference to any material being sent for comment, this will be a reference to the final form of material, the substance of which has previously been discussed between those concerned.
2. While Liaison Procedures are guidelines of the best current assessment of sensible work practice, they may require amendment in light of practical experience and, if so, they should be amended in accordance with paragraph 3 of this Part 1.
3. Where any Party is dissatisfied with the operations of any Liaison Procedures and/or considers that they should be amended in any way, the matter will be referred to Schedule 16 [Disputes Resolution Procedure].

PART 2 OF SCHEDULE 17

OPERATIONS, EMERGENCIES, AND TRAFFIC MANAGEMENT

The Liaison Procedures to be developed pursuant to Section 14.5.1 will, *inter alia*:

1. be agreed by the Concessionaire and the Province and, as appropriate, with the Police, the fire and ambulance services, the Ministry and its communications division (“Communications Department”), and third party operations and maintenance contractors referred to in Section 15.5.3 (as appropriate), other affected highway authorities, the City of Kelowna, and any other affected Relevant Authority;
2. provide for periodic meetings between the persons referred to in paragraph 1 to discuss issues affecting the subject matter of the relevant Liaison Procedures;
3. set out procedures for the imposition of temporary speed limits or lane restrictions to accommodate poor visibility, adverse weather conditions, incidents and accidents (but on the understanding that in the case of emergency all agreed procedures may be overridden by the Police);
4. set out agreed procedures for the handling of any emergency, including without limitation access procedures and routes for the emergency services (Police, fire and ambulance) and notification of any changes to such routes;
5. provide for the appointment by the Concessionaire of the Concessionaire’s Representative or another responsible representative of the Concessionaire whose duty it will be to liaise with the Province’s Representative, as the case may be, and the other persons referred to in paragraph 1 in accordance with the Liaison Procedures;
6. set out agreed access arrangements to enable the Concessionaire, the Minister, BCTFA and any other affected highway authority each to carry out its respective duties and functions; and
7. require the Concessionaire to manage and coordinate utility-related works in accordance with the Ministry Utility Policy Manual. The Concessionaire is required to provide liaison and monitoring in a prompt and courteous manner in cooperation with the relevant utility.

PART 3 OF SCHEDULE 17

PUBLIC COMMUNICATIONS

1. Without prejudice to the provisions of Parts 1 and 2 of this Schedule 17, the Liaison Procedures to be agreed between the Concessionaire and the Communication Department referred to in paragraph 1 of Part 2 of this Schedule 17 [Operations, Emergencies and Traffic Management] will take account of the principles in paragraph 2 and will comply with the provisions of paragraph 3.
2. The principles referred to in paragraph 1 are as follows:
 - 2.1 recognition of the importance of the Existing Highway and the Concession Highway;
 - 2.2 development of procedures and strategies for dealing with any public communications relating to the Undertakings, the Project, the Project Facilities, the Site and the Adjacent Areas and any matters affecting the same;
 - 2.3 without prejudice to paragraph 2.2, development of procedures and strategies for dealing with key media issues, which will include (without limitation) the following in relation to the Undertakings, the Project, the Project Facilities, the Site and Adjacent Areas and any matters affecting the same:
 - 2.3.1 issues which are likely to be controversial;
 - 2.3.2 issues which are likely to attract national or regional interest; and
 - 2.3.3 issues which are likely to affect any local community;
 - 2.4 cooperation between the Parties, any representatives or members of the Province and the relevant local authorities in relation to the organization or holding of any events, exhibitions or public meetings by either the Province or the Concessionaire in relation to the Undertakings, the Project, the Project Facilities, the Site and the Adjacent Areas or any matters affecting the same and the contents of and participants in such events, exhibitions or public meetings; and
 - 2.5 mutual respect for the respective roles of each of the Parties.
3. The provisions referred to in paragraph 1 are as follows:
 - 3.1 each of the Concessionaire and the Province will from time to time nominate a representative (the “Media Representative”) who will be responsible for any public communications, particularly media communications relating to the Undertakings, the Project, the Project Facilities, the Site and the Adjacent Areas and any matters affecting the same. The Media Representatives for the time being will be as set out

below until such time as either Party notifies the other as to a change in its Media Representative:

3.1.1 The Concessionaire

Tom A. Tasaka, P.Eng.
Telephone: 604-605-4914 or 604 202 2750
Facsimile: 604 605 5936

3.1.2 The Province

Jeff Knight
Telephone: 250 356 7707
Facsimile: 250 356-2950

3.2 without prejudice to Section 50.6 [Public Communications Regarding Disputes], neither the Concessionaire nor the Province will make any public statement or public announcement in relation to the Undertakings, the Project, the Project Facilities, the Site and the Adjacent Areas or any matters affecting the same without the prior written approval (such approval not to be unreasonably withheld or delayed) by the Media Representative of the other Party of the content of such statement or announcement unless, in the case of the Province, such statement or announcement is for parliamentary, governmental, statutory or judicial purposes.

4. Any and all paid advertising relating to the Project must be approved by the Public Affairs Bureau of the Province before being published.

PART 4 OF SCHEDULE 17

COMMUNITY RELATIONS

The Province and the Concessionaire will, throughout the Contract Period, share certain responsibilities for communications in the manner described in this Part 4 to provide communities, businesses, residents and other stakeholders with an efficient and consistent approach to communications.

1. PRINCIPAL CATEGORIES

There are four principal categories of communications:

- 1.1 **Traffic Communications** - Traffic communications involves providing timely, accurate information to the public and stakeholders regarding current and expected traffic conditions for the Concession Highway, particularly regarding delays and closures associated with construction and maintenance.
- 1.2 **Community Relations** – Community relations involves ongoing two-way communications with the public and stakeholders. This includes dealing with ongoing public inquiries, problem solving, project updates, and regular public reporting. It is distinct from public and stakeholder consultation.
- 1.3 **Public and Stakeholder Consultation** — Public and stakeholder consultation involves gathering input from the public and stakeholders on the Design. Public and stakeholder consultation is distinct from community relations, in that community relations includes ongoing two-way communications while public and stakeholder consultation involves gathering specific input on design options, consistent with any applicable approved corridor-wide community consultation plan.
- 1.4 **Media Relations** - The Province will lead in media relations.

2. LEAD AND SUPPORTING ROLES

Within each category of communications and consultation, the Concessionaire will play either lead or supporting roles, working with the Province to provide communications and consultation services.

An overview of the responsibilities associated with lead and supporting roles is provided below.

Lead responsibilities include:

- Developing communication and consultation plans (and where the Concessionaire is in the lead, obtaining approval by the Province) and implementing approved communication and consultation plans.

- Establishing and maintaining constructive relationships with the public and stakeholders.

Supporting responsibilities include:

- Assisting with the development of communication and consultation plans.
- Conducting the Undertakings in a manner consistent with communication and consultation plans.
- Maintaining constructive relationships with the public and stakeholders and supporting the lead party and its team members as the primary contact with the public and stakeholders.
- Providing information, as required by the lead party and its team members, to support all communication activities.
- Attending community consultation meetings and other community relations meetings, as necessary.
- Consideration of public and stakeholder input throughout the Contract Period and reporting to the public and stakeholders regarding the manner in which public and stakeholder input will be used.

3. TRAFFIC COMMUNICATIONS

For a period of one year from the Commencement Date, the Province will take the lead role in traffic communications, while the Concessionaire will take the supporting role. During that period, the parties shall work together for the transition of the lead role in traffic communications to the Concessionaire. The Concessionaire will, during that period, support the Province including by the provision of information as to its Traffic Management Plan, so that the Province can provide clear, timely, and proactive information to the public regarding the implementation of the Traffic Management Plan. After the expiry of one year from the Commencement Date, the Concessionaire will take the lead role in traffic communications.

Thereafter, the Concessionaire will have full responsibility (both the lead and supporting roles) for traffic communications. Traffic management remains a Concessionaire responsibility throughout the Contract Period.

Communications include providing notice about the project schedules and activities that affect the operation of the lift span, reduce clearances of other spans, modify channels or visibility of signage and lights and such notices shall be distributed by the Concessionaire to local marine facilities, marinas, vessel rental agencies, RCMP and the City of Kelowna and be posted at the project office at marine facilities and marinas where applicable. Public announcements via radio or local newspapers may also be required by Transport Canada and the Navigable Waters Department.

4. COMMUNITY RELATIONS

The Concessionaire will share the responsibility with the Province with respect to community relations and communications. The Concessionaire will assist the Province in implementing a comprehensive community relations program to provide the public and stakeholders with project information on a regular basis and to handle public inquiries and concerns.

5. PUBLIC AND STAKEHOLDER CONSULTATION

For a period of one year from the Commencement Date, the Province and the Concessionaire will provide the public and stakeholders with information in regard to the Design. The Province will take the lead role in these initiatives, while the Concessionaire will take the supporting role. The activities will include small group meetings, open houses, and council presentations. Public and stakeholder input regarding the Design will be considered by the Concessionaire. The Concessionaire is required to inform the public and stakeholders regarding the manner in which public and stakeholder input will be considered within the one year period referred above.

6. MEDIA RELATIONS

The Province will take the lead role in media relations. The Concessionaire will support the Province in media relations by responding to issues and providing information as reasonably required.