

FIVE ESTUARIES OFFSHORE WIND FARM

PRELIMINARY ENVIRONMENTAL INFORMATION REPORT

VOLUME 5, ANNEX 8.3 OUTLINE CONSTRUCTION TRAFFIC MANAGEMENT PLAN

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CONTENTS

1	Intr	oduction	7
	1.1	Purpose of this outline CTMP	7
	1.2	Scope of this outline CTMP	7
	1.3	Structure of this outline CTMP	8
2	Res	sponsabilities, notifications and monitoring	9
	2.1	Applicant responsabilities	9
	2.2	Notification of authorities	9
	2.3	Notification of other stakeholders	9
	2.4	Emergency services	9
	2.5	Local residents	10
	2.6	Local stakeholders	10
	2.7	Planned engineering works	10
	2.8	Community events	10
3	Key	construction details and on-site	11
	3.2	Construction site access and temporary constuction compounds	11
	3.3	Parking	12
	3.4	On-site haul roads	13
	3.5	Road crossing	13
	Cons	truction vehicles	13
	Cable	e route	14
	Temp	orary land closures	14
	Temp	orary road closures	15
	3.6	On-site traffic safety	15
	3.7	Vehicle cleaning	15
	3.8	Banksperson	15
	3.9	Public access management	16
4	Vel	nicle routing and off-site control measures	17
	4.1	Vehicle routing	17
	Acces	ss routes for HGV construction traffic	17
	Abno	rmal Invisible Loads (AILs)	18
	4.2	Driving and speed restrictions	18
	4.3	Walking, cycling and horse-rider (WCH) management	19
	4.4	Pre and post construction surveys	19
	4.5	Emergency planning	19
	4.6	Coordination with other developments	19
5	Cor	mplaints and enquiry procedures	20

5.1	Enquiries and complaints	20
5.2	Checking and corrective action	20
6 Re	eferences	21

DEFINITION OF ACRONYMS

Acronym	Definition
AIL	Abnormal Indivisible Load
ALAR	Abnormal Load Assessment Report
CoCP	Code of Construction Practice
СТМР	Construction Traffic Management Plan
DCO	Development Consent Order
EACN	East Anglia Connection Node
GPS	Global Positioning System
HDD	Horizontal Directional Drilling
HGV	Heavy Goods Vehicles
LGV	Light Goods Vehicle
LRN	Local Road Network
NGET	National Grid Electricity Transmission
NH	National Highways
OWF	Offshore Wind Farm
PAMP	Public Access Management Plan
PROW	Public Rights of Way
SRN	Strategic Road Network
SSA East	Substation Search Area East
SSA West	Substation Search Area West
TCC	Temporary Construction Compound
TJB	Transition Joint Bays
WCH	Walking, cycling and horse-rider
WTGs	Wind turbine generators

GLOSSARY OF TERMS

Term	Definition
VE	Five Estuaries Offshore Wind Farm.
VE OWFL	Five Estuaries Offshore Wind Farm Limited.
Development Consent Order	An order made under the Planning Act 2008 granting development consent for a Nationally Significant Infrastructure Project (NSIP) from the Secretary of State (SoS) for Energy, Security and Net Zero (ESNZ).
EIA	Environmental Impact Assessment (the process of evaluating the likely environmental impacts of a proposed project or development).
ES	Environmental Statement (the documents that collate the processes and results of the EIA).
Export Cable Corridor (ECC)	The area(s) where the export cables will be located.
OnSS Search Areas	The areas of search for the OnSS.
PEIR	Preliminary Environmental Information Report.

1 INTRODUCTION

1.1 PURPOSE OF THIS OUTLINE CTMP

- 1.1.1 This Outline Construction Traffic Management Plan (Outline CTMP) is provided as part of the Preliminary Environmental Information Report (PEIR) for Five Estuaries Offshore Wind Farm (VE).
- 1.1.2 This is an outline document that, by reference to the assessments reported in the PEIR, sets out the key elements that will be secured in the CTMP which will be submitted to and approved by the relevant planning authority as a requirement of the Development Consent Order (DCO).
- 1.1.3 This Outline CTMP sets out the approach that will be taken to manage the potential impacts of construction traffic for the onshore works and should be read in conjunction with the assessment of the anticipated VE construction traffic ,which is provided in Chapter 3, Volume 8: Traffic and Transport.
- 1.1.4 The Final Construction Traffic Management Plan(s)¹ (Final CTMP(s)) will be produced by the Principal Contractor(s) appointed to undertake the construction works, once the DCO application has been consented.

1.2 SCOPE OF THIS OUTLINE CTMP

- 1.2.1 For the avoidance of doubt, this Outline CTMP relates to construction traffic associated with the onshore elements of the Project comprising:
 - > Export cable installation from the landfall location to the transition jointing bays (TJBs) including Horizontal Directional Drilling (HDD);
 - > Temporary works associated with landfall HDD and TJB excavation;
 - Cable installation along the onshore Export Cable Corridor (ECC) including jointing bays and potential HDD;
 - Temporary works associated with the ECC and onshore substation (OnSS) including establishment of haul roads and Temporary Construction Compounds (TCCs);
 - > Proposed OnSS and associated construction access;
 - > Connection to existing National Grid infrastructure; and
 - > Reinstatement and mitigation works enacted during the construction phase.
- 1.2.2 This document does not relate to construction traffic associated with offshore works seaward of Mean High Water Spring, that are principally marine activities.
- 1.2.3 The CTMP is intended to be a working document that evolves during the construction period. The CTMP only applies to the construction stage of the Project and does not apply to the operation or decommissioning of the proposed development.

¹ There is potential to be more than one Final CTMP, with such documents being prepared for different work areas or contractors.

1.3 STRUCTURE OF THIS OUTLINE CTMP

1.3.1 The structure of this Outline CTMP is provided in Table 1.1.

Table 1.1: Structure of this Outline CTMP

Section	Topic
Section 1	Introduction
Section 2	Responsibilities, notifications and monitoring
Section 3	Key construction details and on-site control measures
Section 4	Vehicle routeing and off-site control measures
Section 5	Complaints and enquiries procedure
Section 6	References

2 RESPONSABILITIES, NOTIFICATIONS AND MONITORING

2.1 APPLICANT RESPONSABILITIES

- 2.1.1 The resulting Principal Contractor(s) for the construction of VE will be responsible for the implementation of the CTMP for the relevant work area, to monitor the application of measures within the CTMP and to propose and make modifications to the Plan during the planning and construction process, if required. Monitoring of the CTMP will be undertaken and any necessary amendments would be made in consultation with Essex County Council as the local highway authority and with National Highways (NH) in terms of impacts upon the strategic road network (SRN).
- 2.1.2 Five Estuaries Offshore Wind Farm Limited (VE OWFL) will nominate a person to be responsible for the co-ordination of all elements of traffic and transport during the construction process (Community Liaison Officer, as set out in Section 2.5 of the Draft CoCP). This person will liaise with the local community so that the community have a direct point of contact within the developer organisation who they may contact for information purposes or to discuss matters pertaining to traffic management or site operation.
- 2.1.3 VE OWFL will review and update the number of site personnel, traffic numbers, and the construction programme as the project progresses. Any significant changes would be discussed and agreed with both Essex County Council and NH (if appropriate). Regular meetings, where required, could be organised for monitoring purposes.

2.2 NOTIFICATION OF AUTHORITIES

2.2.1 Should delivery of Abnormal Indivisible loads (AILs), or other construction traffic activities, be required outside of the core working hours (see Section 3.2 of the draft CoCP) prior notice will be given to the local planning authority not less than 24 hours before such traffic movements commence.

2.3 NOTIFICATION OF OTHER STAKEHOLDERS

2.3.1 The future Applicant is committed to putting in place effective communication channels, and record and act on comments, complaints or queries during the construction of the project, such as on the measures included in the final CTMP, raised by interested parties.

2.4 EMERGENCY SERVICES

- 2.4.1 The Police, Fire and Ambulance service will be given written notice of:
 - Planned temporary lane or road closures required to install the export cable across roads where Horizontal Directional Drilling (HDD) or other trenchless technique is being used;
 - AIL deliveries and kept fully informed throughout the delivery period
- 2.4.2 Any Police escorts required will be arranged prior to delivery of the AIL.

2.5 LOCAL RESIDENTS

- VE OWFL will engage with the residents prior to construction starting and ensure that local residents are kept fully informed of details in relation to the timing of the delivery of AILs. During the delivery of AILs, the Principal Contractor(s) will communicate, where appropriate, information via local notice boards and the project specific website. The communication could take the form of notifications issued to the local press and, where appropriate, notification letters.
- 2.5.2 Notification letters will contain the following information:
 - > Name and contact details of relevant Applicant personnel;
 - > Estimated commencement date for deliveries;
 - > Duration of delivery period;
 - > Estimated times of deliveries;
 - > Any details of the route (if appropriate); and
 - > Request to keep the highway clear of parked cars during the delivery period (if appropriate)
 - Local business
- 2.5.3 In addition to notifications issued to the press, local businesses will be approached directly to ensure they are fully informed.

2.6 LOCAL STAKEHOLDERS

- 2.6.1 The future Applicant will make every effort to work with local stakeholders to ensure disruption caused by AIL deliveries is minimised. Groups of particular relevance include, but are not limited to;
 - > Schools:
 - > Local bus operators, including school bus operators;
 - Local doctors, surgeries or health providers;
 - > Holiday accommodation developments;
 - Leisure Centres; and
 - > Churches.
- 2.6.2 Contact with these service providers will be made in advance of planned AIL deliveries.

2.7 PLANNED ENGINEERING WORKS

2.7.1 The future Applicant will work with Essex County Council and NH to identify any planned engineering works that conflict with the delivery route times. Discussions will then be made to minimise disruption to the local community and the planned engineering works.

2.8 COMMUNITY EVENTS

2.8.1 Planned and notified community events will be considered by the future Applicant when scheduling AIL deliveries.

3 KEY CONSTRUCTION DETAILS AND ON-SITE

- 3.1.1 In accordance with good construction practice, opportunities will be sought to reduce the overall number of HGV movements by consolidating loads and using the largest feasible vehicles, taking into account any other environmental constraints that may affect HGV routes and the size of vehicle.
- 3.1.2 Also, the VE OWFL will be plan for maintaining stockpiles of critical path items such as aggregate. These stockpiles will facilitate advanced planning of deliveries, maximise payloads, and enable a smooth import profile to be maintained.

3.2 CONSTRUCTION SITE ACCESS AND TEMPORARY CONSTUCTION COMPOUNDS

3.2.1 The proposed construction access locations and TCCs are set out in Table 3.1.

Table 3.1: Construction access points and TCCs by Route Section assessed at PEIR

Access / TCC	Highway link	ECC Route Section
Access 1/ TCC 2	B1032 Clacton Road	For access to ECC Route Section 1, between landfall and the SCL, southern crossing of B1032 Clacton Road
Access 2 and 3/ TCC 3	B1032 Clacton Road	For access to ECC Route Section 1, between landfall and the SCL, northern crossing of B1032 Clacton Road
Access 4 / TCC 4	Thorpe Park Lane	Serving ECC Route Section 2 and 3
Access 5	B1033 Thorpe Road	For access to ECC Route Section 2 between the SCL and B1033 Thorpe Road
Access 6/ TCC 5 B1033 Thorpe Road		Serving ECC Route Section 2 and 3
Access 7 B1034 Sneating Hall Lane		For access to ECC Route Section 3 between B1033 Thorpe Road and B1035
Access 8/ TCC 6 B1035 Tendring Road		Serving ECC Route Section 3
Access 9 B1035		For access to ECC Route Section 3 between B1033 Thorpe Road and B1035 Tendring Road
Access 10 and 11/ TCC 7 B1035 Thorpe Road		For access to ECC Route Section 4 between B1035 Tendring Road and A120

Access / TCC	Highway link	ECC Route Section
Access 12/ TCC 8	B1035 south of A120	For access to ECC Route Section 4 between B1035 Tendring Road and A120
Access 13/ TCC 9a, 9b and 9c -	B1035 Clacton Road	For access to ECC Route Section 5 between A120 and SSA East
Access 14/ TCC 10a	Bentley Road	For access to SSA East, SSA West and ECC Route Section 5 between B1035 and SSA West)
Access 15/ TCC 10b and 10c	Bentley Road	For access to SSA East, SSA West and ECC Route Section 5 between B1035 and SSA West
Access 16	Waterhouse Lane	For access to SSA West

- 3.2.2 Details of the final location, layout and control measures that will be required at the construction accesses will be agreed with Essex County Council.
- 3.2.3 All traffic management measures adopted will be in accordance with Traffic Signs Manual, Chapter 8, Traffic Safety Measures and Signs for Road Works and Temporary Situations (Department for Transport (DfT), 2009).
- 3.2.4 TCCs will be constructed to provide site facilities for the workforce and also allow plant and materials to be stored safely and securely near the works.
- 3.2.5 Each TCC will provide the following:
 - Laydown areas;
 - > Car parking for small to medium vehicles;
 - > Parking and unloading areas for HGVs;
 - Waste storage facilities; and
 - > Welfare facilities.
- 3.2.6 Each TCC located at the key construction sites will provide similar facilities, though with greater provision for car parking and HGV unloading areas where appropriate. In addition, they may include offices which will not only serve the adjoining construction activities but also as an administration area for the cable route.
- 3.2.7 All TCCs will have sufficient areas available at all times for all vehicles to enter in a forward gear and to be accepted directly.

3.3 PARKING

3.3.1 Parking areas located at the TCCs will have safe and secure barriers to segregate all personnel from site plant and vehicle routes. All signage within designated car parking areas must be followed, with no vehicles parked in a way which restricts either vision or access. No parking whatsoever will be allowed on public roads.

3.4 ON-SITE HAUL ROADS

- 3.4.1 Onsite haul roads will be monitored on a daily basis to identify any deterioration of condition. Non-emergency remedial works to the track will be carried out at times outside peak times of usage and significant emergency repairs will be undertaken immediately and adjacent haul road sections will be restricted from use as required to safely accommodate works.
- 3.4.2 All routes will be monitored for dust and control or suppression methods will be deployed as appropriate through the use of dust suppression water bowsers.

3.5 ROAD CROSSING

CONSTRUCTION VEHICLES

- 3.5.1 As a primary control measure, contractors will be required to minimise the requirement to travel along the public highway between different sections of the haul road. This will be achieved where possible through the construction of haul road crossings with entry and exit points directly opposite each other.
- 3.5.2 Where such access points are required to form crossings of the public highway, suitable measures will be incorporated in the access designs to ensure that the construction traffic crossing the highway is controlled for the duration of construction of that section.
- 3.5.3 Locations and details of any road crossings will be agreed with Essex County Council before commencement of construction within the relevant ECC route section.
- 3.5.4 Road crossings will require control measures to ensure safe movement of construction traffic across the public highway as well as maintaining the safety of all other highway users.
- 3.5.5 The Final CTMP(s) will include details of such measures which will include the following:
 - > Additional temporary signage to warn road users of heavy plant crossing the highway;
 - > Additional temporary traffic calming measures for highway users at the crossing point;
 - > Pedestrian arrangements at the crossing point;
 - > Extent of road-sweeping activity in vicinity of access point; and
 - > Frequency of monitoring of highway condition.
- 3.5.6 The locations that are likely to have a haul road crossing point are identified in Table 3.2

Table 3.2: Haul road crossing points Route Section

Reference	Location	ECC Route Section
1	Little Clacton Road	1
2	Damant's Farm Lane	3
3	B1414 Landemere Road 3	
4	Golden Lane 3	

Reference	Location	ECC Route Section
5	B1035 Thorpe Road	4
6	Lodge Lane	4
7	Wolves Hall Lane	4
8	Stones Green Road	4
9	Payne's Lane 5	
10	Spratts Lane) and 5	
11	Barlon Road 5	
12	Ardleigh Road 5	
13	Grange Road 5	

CABLE ROUTE

- 3.5.7 The ECC will cross a number of public roads for which trenchless crossing techniques may be used to install the cable ducting. Therefore, no management measures for the control of traffic will be required for this aspect of the works.
- 3.5.8 Open trenching will be used for installing the cable under some public roads, which will require either a temporary lane closure or a full temporary road closure whilst these works are undertaken.

TEMPORARY LAND CLOSURES

- 3.5.9 Where feasible, for the roads where the open trenching method is to be adopted to remain open at all times and minimise disruption, it is proposed that:
 - > The road crossings would be completed in two stages maintaining one traffic lane in each direction:
 - Traffic would be controlled through temporary traffic signals;
 - > A safe route would be maintained for pedestrians through the works areas;
 - > advanced signing would be implemented to assist drivers in finding alternative routes; and
 - > the works would be staggered.
- 3.5.10 To ensure that one lane can be maintained in each direction the process would involve the installation of ducts halfway across the road, before swapping to install ducts on the other half of the road, thereby allowing the onshore cables to be pulled through at a later date. A minimum highway lane of 3.0 m and a minimum lateral safety clearance of 0.5 m will be maintained.

TEMPORARY ROAD CLOSURES

- 3.5.11 For roads where it is not possible to keep one lane open in order to maintain a safe separation between the construction works and travelling public there will be a requirement for a temporary closure to through traffic.
- 3.5.12 The final design of any temporary road closure would be developed by the appointed contractor and agreed with Essex County Council as the local highway authority.
- 3.5.13 For roads where there is an alternative route option, signage advising of the diversion would be provided.
- 3.5.14 For minor roads that provide access to a small number of users without alternative access options, to ensure that access can be maintained, It may be possible to use steel plates to allow local access over the open trenches. The future Applicant would consult directly with residents that would be in relation to the traffic management measures that would be adopted.

3.6 ON-SITE TRAFFIC SAFETY

- 3.6.1 All traffic visiting construction sites will be required to report to site security where they will obtain clear instructions, before further movement is acceptable. If applicable an induction will be completed, vehicle permits will be issued, and the Site rules & emergency procedure will be explained.
- 3.6.2 The site speed limit shall be 15 mph on all site access roads and must be adhered to at all times. Appropriate speed limits within the TCCs will be set. Speed limit signs shall be installed on all construction roads and site access roads.
- 3.6.3 All traffic will use the signed site directions and all drivers will accommodate other track users in a courteous manner. Reversing (other than to park) within the compound areas is not permitted.
- 3.6.4 Full time site traffic (vehicles/ plant situated on-site for majority of construction phase) that requires re-fuelling will follow the instructions supplied at their induction and also the guidelines within their method statement for the works.
- 3.6.5 Heavy site traffic will be equipped with audible reversing warning with additional visual aids e.g. reversing cameras, mirrors utilised on all plant. All safety features must be inspected on a daily basis with faults immediately reported to the Foreman Fitter who will assess and repair any damage to the plant. Site management will ensure that all loads are covered fully to limit the loss of material in transit.

3.7 VEHICLE CLEANING

3.7.1 Measures to ensure materials are not transferred onto the highway, such as a wheel and body wash, will be operated at each construction access, Road cleaning will take place when required to remove any deposits that are carried from the site.

3.8 BANKSPERSON

3.8.1 A banksperson will be used to direct construction vehicles in and out of a VE construction access, where required, in conjunction with any other traffic management measures.

3.9 PUBLIC ACCESS MANAGEMENT

3.9.1 The specific location and measures for ensuring the safety of users of the Public Rights of Way (PRoW) that cross or are adjacent to the proposed construction works are set out in the Outline Public Access Management Plan (PAMP) (Volume 5, Annex 8.4).

4 VEHICLE ROUTING AND OFF-SITE CONTROL MEASURES

4.1 VEHICLE ROUTING

ACCESS ROUTES FOR HGV CONSTRUCTION TRAFFIC

4.1.1 The anticipated routes for HGV construction traffic to construction access points are provided in Table 4.1 below and illustrated in Figure 8.2 of Volume 3, Chapter 8: Traffic and Transport, Final routing arrangements will be agreed with Essex County Council and NH and recorded in the CTMP(s).

Table 4.1: Construction access routes

Construction Access	ECC Route Section	Access Route
1,2 and 3	1	A12, A120, A133, B1027 Valley Road/ Frinton Road, B1032 Clacton Road
4, 5, 6 and 7	2/3	A12, A120, A133, B1033, B1441 Weeley Road/ Clacton Road, B1414 Harwich Road/ Station Road, B1033 Frinton Road/ Thorpe Road
8	3	A12, A120, A133, B1033, B1441 Weeley Road/ Clacton Road, B1414 Harwich Road/ Station Road, B1033 Frinton Road/ Thorpe Road, B1034 Sneating Hall Lane
9	3	A12, A120, A133, B1033 Colchester Road, B1035 Tendring Road
10 and 11	4	A12, A120, A133, B1033 Colchester Road, B1035 Tendring Road, B1035 Thorpe Road
12	4	A12, A120, B1035
13	5 / SSA East	A12, A120, B1035 Clacton Road
14 and 15	5 / SSA East and SSA West	A12, A120, Bentley Road
16	SSA West	A12, A120, Harwich Road, B1029, Waterhouse Lane

- 4.1.2 All delivery contractors and construction staff will be instructed to use the agreed construction access routes, with compliance with the agreed CTMP for each work area of the onshore works being a condition of supply contracts and a number of measures will be implemented to ensure compliance:
 - Construction access routes will have temporary signs posted along the proposed routes to site accesses prior to the commencement of construction activities, with the nature and placement of signage to be agreed with Essex County Council and NH Where multiple access points use a common road to site, signage will be clearly distinguishable between access points.
 - Signage will also be placed at the exit of construction site access points to instruct construction traffic to follow the designated route;
 - The delivery routes would be communicated by the future Applicant to all companies and/ or drivers involved in the transport of materials and plant to and from site by HGV construction vehicle;

- Data from HGV vehicles that are fitted with monitoring devices (such as Global Positioning System (GPS) tracking) to record the routes, timing, speed of vehicles when making deliveries, will be available to assist in auditing and complaint investigation; and
- > The registration numbers for all HGVs making deliveries would be recorded. Coupled with the HGV monitoring device data (where fitted) outlined above, this would allow a check of any reported breaches of the agreed delivery routes and undertake enforcement action if required.

ABNORMAL INVISIBLE LOADS (AILS)

- 4.1.3 The construction of the onshore works will require the delivery of a number of AILs. These are expected to comprise transformers and reactors for the proposed OnSS.
- 4.1.4 A visual route assessment for transporting AlLs from a port to the site will be undertaken to inform the DCO submission and once the specific transportation vehicles have been confirmed (post consent), an Abnormal Load Assessment Report (ALAR) will be prepared which will set out the key points and issues associated with the selected route for the AlLs, to verify that the route is feasible for the delivery, subject to physical and operational mitigation works. The ALAR will inform the traffic management measures that will need to be identified for the movement of the AlL.
- 4.1.5 The following would need to be adhered to for AIL deliveries:
 - > All temporary works, such as removal of street furniture, will be subject to discussion with Essex County Council and form part of a delivery plan for each AIL
 - > Prior to the movement of AIL, extensive public awareness is required to allow residents to plan and time their journeys to avoid disruption;
 - The movement of AILs will be timed to avoid periods of heavy traffic flow (i.e. for those that are able to be transported during the night) to minimise disruption to the public. Specific timing restrictions imposed by the police or local authority have not been determined at this stage; local residents along the route will be informed when the AILs are travelling along the route to ensure that interaction between the local community and AIL delivery vehicles is minimised;
 - > Due to the size of vehicles required to transport these loads, escorts may be required for the entire route to control oncoming and conflicting traffic.
 - > AIL vehicles will be accompanied by escort vehicles. The escort vehicles are in place to provide manoeuvring assistance, warning of hazards and to report information on clearances etc to the drivers of the AIL vehicles; and
 - If a road closure is required, arrangements will be put in place to facilitate local access to properties on the closed route and to ensure safe passage of any emergency vehicles which may require access.
- 4.1.6 To further improve driver information, NH will be approached as operators of Variable Message Signs on the trunk road network to investigate whether existing signs could be used to warn drivers of AlLs and to warn them of potential delays.

4.2 DRIVING AND SPEED RESTRICTIONS

- 4.2.1 Drivers of all vehicles (cars, Light Goods Vehicles (LGVs), HGVs and AlLs) will be encouraged to drive in a safe and defensive manner at all times within speed limits.
- 4.2.2 All cars and drivers of site operative vehicles used for commuting to and from site must be road worthy and legally compliant. All commercial vehicles and drivers must be road worthy and legally compliant.

4.3 WALKING, CYCLING AND HORSE-RIDER (WCH) MANAGEMENT

- 4.3.1 Where reasonably practicable and where it is safe to do so, VE will aim to maintain access for WCHs along the public highway at locations such as at construction accesses and haul road crossings.
- 4.3.2 Specific locations where management measures might be required on the public highway will be identified in the final CTMP, such as the circular cycle routes promoted by Essex County Council (See Appendix 11 of Volume 5, Annex 8.1: Traffic and Transport Baseline Report) where warning signage may be required.

4.4 PRE AND POST CONSTRUCTION SURVEYS

4.4.1 Prior to the start, and following completion, for each stage of the onshore works of the construction works, road condition surveys for minor roads (as set out in Table 5.1 of Volume 3, Chapter 8: Traffic and Transport) will be undertaken and agreed with Essex County Council. These surveys will inform any works that may be required to rectify specific damage to the road network as a direct result of construction work.

4.5 EMERGENCY PLANNING

- 4.5.1 An emergency plan will be developed to address a possible major incident, that should wherever possible include use of "A" and "B" classified roads in order to gain access to or egress from the cable route.
- 4.5.2 The future Applicant will be required to identify a local recovery service which will be used in the event of a contractor vehicle breakdown.

4.6 COORDINATION WITH OTHER DEVELOPMENTS

4.6.1 The future Applicant will ensure liaison takes place by the Principal Contractor(s) with Essex County Council and NH to ensure that where construction works will take place at the same time as other developments, including North Falls offshore Wind Farm and the East Anglia Connection Node (EACN) National Grid Electricity Transmission (NGET) Substation, cumulative impacts on the SRN and Local Road Network (LRN) will be minimised wherever practical. Further details of this will be provided in an updated version of this Outline CTMP to be submitted with the DCO application.

5 COMPLAINTS AND ENQUIRY PROCEDURES

5.1 ENQUIRIES AND COMPLAINTS

- 5.1.1 It is important that members of the public or interested parties are able to make enquiries or valid complaints about the transport elements of the construction works. Such complaints and enquiries can provide a valuable feedback mechanism which helps reduce potential impacts on sensitive features and also allows the construction techniques to be refined and improved.
- 5.1.2 It is anticipated that the complaints and enquiries procedure can be made either directly to the future Applicant or via Essex County Council, who in turn will provide feedback to the future Applicant.
- 5.1.3 All complaints and enquiries will be logged promptly by the future Applicant and kept on site for review by Essex County Council upon request.

5.2 CHECKING AND CORRECTIVE ACTION

- 5.2.1 As outlined above, it is intended for the Final CTMP(s) to be a 'living document' which is updated periodically as and when required.
- 5.2.2 Each contractor will be responsible for establishing a programme of monitoring, the results of which will be fed back for inclusion within the CTMP if necessary.
- 5.2.3 Any checking or corrective action required will also be monitored. This methodology will ensure that the construction activities are being undertaken in accordance with the CTMP(s).
- 5.2.4 The procedure for addressing non-conformance/ compliance and ensuring that corrective actions are undertaken is outlined below:
 - Completion of a Non-Conformance Report this will record any traffic related incident and work that has not been carried out in accordance with the CTMP(s) or Method Statement;
 - Completion of a Corrective Action Report this will record any identified deficiency as a result of monitoring, inspection, surveillance and valid complaint; and
 - Action any necessary actions identified as a result of the above will be allocated to a responsible person, along with a timescale for the action to be undertaken.
- 5.2.5 Records of the above will be retained by the future Applicant throughout the construction process. The records will be maintained either in hard copy or electronically in such a manner that they are readily identifiable, retrievable and protected against damage, deterioration or loss.

6 REFERENCES

Traffic Signs Manual, Chapter 8, Traffic Safety Measures and Signs for Road Works and Temporary Situations (Department for Transport (DfT), 2009).



PHONE EMAIL WEBSITE ADDRESS

COMPANY NO

0333 880 5306 fiveestuaries@rwe.com www.fiveestuaries.co.uk

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