

General comments regarding the Communication Matrix

Overall there is a high level of consistency between operators on Communication with stakeholders. There are a few key highlights of consist areas, detailed as follows:

Areas of absolute consistency between operators:

- All operators require notification of a third parties intent to work in the vicinity of their HP pipeline. The notice period ranges from 2-7 days but typically 7 days notice is required.
- All operators respond in writing to requests from third parties.
- All operators communicate, a minimum of annually, with landowners.
- All operators visit new landowners and issue them with a plan showing the pipeline route through their land. (For one operator this was on a request basis). Also all operator provide their contact details to the landowner.

Areas of general consistency between pipeline operators:

- Generally operators have annual contact with Local Authorities and provide maps indicating the presence of their pipeline routes.
- Generally operators maintain a database of third parties who have worked close to their pipelines and communicate with them subsequently for example through the annual calendar.
- Generally, for ad-hoc contact, operators provide safe working literature.

Areas of inconsistency between pipeline operators:

- Pipeline operators may or may not provide new landowners with safety information
- Pipeline operators, have varying approaches for communicating with statutory bodies.