

Communications Plan

Project Name: <i>Xxx Holdings Solar Installation Project</i>				Project Address: <i>xxx St Toowoomba Qld 4350</i>		
Prepared by: <i>Leanne Phillips Project Manager</i>				Date: <i>28 Sep 2021</i>		
Key Stakeholders (Distribution Schedule)	Stakeholder Issues	Key Messages to Communicate	Communication Methods to be Used (written, one-on-one, electronic, meetings, etc.)	Description of Specific Communications (content, format, level of detail, etc.)	Timing Issues	Comments
Client / Sponsor	<i>-Frustration if they are not kept informed of any changes/delays to the project.</i>	<i>-Progress of project. -Potential issues that are likely to impact on the scope, budget, timing, or quality of the deliverables.</i>	<i>Emails (attachments for reports/plans etc) -Phone calls (urgent matters) -Face-to-face or video Meetings when necessary.</i>	<i>-Formal project documentation & meetings</i>	<i>-Urgent matters need to be communicated immediately -Weekly progress meetings</i>	
Senior Management of Electrical Sensations	<i>-Frustration if there is insufficient / unclear communication from the PM team</i>	<i>-Progress of project. -Potential issues that are likely to cost time or money.</i>	<i>-Weekly meetings</i>	<i>-Informal meetings between PM & ES Senior Management -Changes to project documentation when changes are required</i>	<i>-Urgent matters need to be communicated immediately</i>	
Project Management team	<i>-Frustration if there is insufficient / unclear communication from Senior Management, sponsor, or work team.</i>	<i>-Progress of project. -Potential issues that are likely to cost time or money.</i>	<i>-Weekly meetings</i>	<i>-Informal meetings -Changes to project documentation when changes are required</i>	<i>-Urgent matters need to be communicated immediately -Weekly informal progress meetings</i>	

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Work team (employees)	<i>-Frustration if there is insufficient / unclear communication from PM or conflicting instructions between PM and client staff on site</i>	<i>-Project tasks, timeframes, and quality requirements.</i>	<i>-Regular site visits -Daily phone contact -Emails for confirmation of phone conversations and important details</i>	<i>-Informal communication daily</i>	<i>-Daily (at start and end of day) -In between when required such as urgent issues</i>	
Suppliers	<i>-Frustration if there is insufficient / unclear communication regarding delivery details (date, time, location etc...)</i>	<i>-Quantity and timing of goods to be delivered</i>	<i>-Phone calls & Emails</i>	<i>-Formal for contracts & variations -Informal for other matters</i>	<i>-Urgent matters need to be communicated immediately -To be confirmed in writing prior to the material being required</i>	
Governing bodies (CEC)	<i>-Rejection of documentation if not received in the required format or missing details/information.</i>	<i>-Compliance of the electrical & solar work and creation of the STCs to comply with Ergon, CEC, CER & ESO requirements</i>	<i>-Emails (attachments for reports/plans etc) -Phone calls (urgent matters)</i>	<i>-Informal for confirmation of details and questions. -Formal for submission of forms</i>	<i>-At time frames dictated by each body.</i>	
Client staff on site (grounds' staff)	<i>-Frustration if they are not kept informed about interruptions to access, electricity etc...</i>	<i>-Project status update</i>	<i>-Face-to-face or phone conversations with client grounds' staff, followed up with text.</i>	<i>-Informal</i>	<i>-Commencement of project -Completion of project</i>	
Note that no subcontractors will be used for this project.						