

CANADA WATER

Our commitment to local communication

April 2023

INTRODUCTION

The Canada Water development will create a new town centre for Southwark, with new shops, offices, public spaces, homes (at least 25% will be social rented with a further 10% as 'intermediate affordable'), and community and leisure facilities.

The development is being brought forward by British Land in partnership with Southwark Council, and since 2014 we've been working with the local community so that local input shapes the development and informs how it makes a positive long-term contribution to local life. As a long-term investor in Canada Water, British Land is committed to maintaining an open and honest relationship with the local community, to ensure that our work and presence brings social, economic and health benefits for the existing and future community, and to connect people to opportunities.

Our aim is to ensure that we meet the expectations of people contacting us and that we treat everyone in the same way. To do this we are setting out:

1. How to contact the Canada Water project team
2. What happens to your correspondence
3. Timescales for responses
4. How we share frequently asked questions (FAQs)
5. How to contact us in an emergency
6. Contacts for other matters relating to buildings outside of the development managed by British Land
7. Privacy and confidentiality

This approach will also help us meet our obligations under the EU General Data Protection Regulations. We keep this approach under review and consider changes based on the feedback we receive. We welcome thoughts on how we could improve our local communications.

1. How to contact the Canada Water project team

AECOM are appointed as the community engagement consultant by British Land and are the first point of contact for all queries received to the email, website, freepost and freephone (details below). Due to the large volume of correspondence we receive and wanting to ensure that everyone receives a timely response, we ask that the following process is followed for any correspondence relating to the project - either via email, letter, phone call or via our social media channels. This process ensures consistency and transparency are maintained.

If you wish to make contact with the project team, we ask that you use one of the following channels below:

- **Email:** team@canadawater.co.uk
- **Website (enquiries form that is received in Salesforce and sends email notification to the team email address):** www.canadawater.co.uk/Home/ContactUs
- **Postal address (freepost):** Freepost CANADA WATER MASTERPLAN
(Please write freepost address exactly as shown above)
- **Freephone:** +44 (0)800 470 4593

- **Social media:** details below

We will ensure that all communications are consistently recorded, tracked, that the right people are made aware of the communications received and that a written response is provided within the agreed timescale specified later in this document.

2. What happens to your correspondence

Emails (and enquiries via the website form)

All emails (whatever the topic, issue, question or suggestion) should be sent to:
team@canadawater.co.uk

- AECOM forward the nature of the enquiry (removing personal details) to the relevant members of British Land, the project team or contractors, based on who is best placed to reply to the issues raised or information requested.
- To ensure that all communications are trackable, responses will be returned via AECOM. If appropriate this may vary, however the team@canadawater.co.uk email should be copied in on all subsequent correspondence or replies.
- We aim to return responses in line with the timescale set out below.
- Email responses will be copied to all those in the original communication.
- Emails that do not relate to the Canada Water development, or are of a personal nature, will be dealt with separately and responded to if appropriate.
- If the team@canadawater.co.uk email is CC'd or BCC'd into a specific enquiry not related to Canada Water for information, the email will be recorded for reference, but not responded to unless specifically requested.

Letters

- All letters received to the freepost address above will be date stamped, scanned and recorded.
- For letters, points b to e are the same as for emails, set out above
- If an email contact is provided, an acknowledgement and response will be sent via email, otherwise by post (if a mailing list has been provided).
- If third parties are copied into the letter, we would kindly ask that contact details are provided, with that person's / organisation's permission, so that a response can be circulated to all included in the original letter.

Phone

- If possible, all queries by phone will be dealt with immediately and recorded as appropriate.
- Should a response need further team input, AECOM will forward a note of the conversation to the correct members of the British Land or consultant teams, as most appropriate to the subject of discussion for a response within the timescale set out below.
- A response will be provided either in writing (we would need an email or postal address to enable this) or via phone depending on what is most appropriate.

Social media

- All profiles are monitored during normal working hours, and we aim to respond to general questions about the Canada Water development as part of our project postings and updates.
- As is standard practice, we will not respond to offensive or antagonistic social media posts.
- Questions requiring a more detailed response or input from the wider team will be responded to by email or letter. We may direct message you to obtain your contact details so we can formally reply in writing (where necessary).
- Our social profiles include:

Twitter: [@CWmasterplan](#)
Facebook: [@CanadaWaterMasterplan](#)
Instagram: [@canadawatermasterplan](#)

3. Timescales for responses

- We aim to acknowledge receipt of all new contacts within two working days.
- We will do our best to respond to all correspondence within ten working days of receipt. Often this will be quicker however, there may be a need to get input from wider team members or others to inform the response. If this is the case, then we will let you know when a response can be expected.
- We are unable to respond to emails and phone calls outside of working hours (Monday – Friday, not including bank holidays from 9am-5pm). Should there be an emergency, the relevant contact details are set out below.

4. How we will share frequently asked questions (FAQs)

Where there have been requests for new information or clarification that would be of benefit to the wider community then responses will be made to the individual requesting the information and also to everyone publicly via updates to the FAQ section on the Canada Water website: <https://www.canadawater.co.uk/faqs>.

5. How to contact us in an emergency

In case of urgent construction activity related enquiries please call 0207 237 5282. This phonenumber is monitored at all times.

6. Contacts for other matters relating to buildings outside of the development managed by British Land

For emergency or general matters relating to the following British Land Canada Water properties:

- Surrey Quays Shopping Centre and surface car parks
- Surrey Quays Leisure Park and surface car parks
- Former Dock Offices
- The Printworks

For general matters

For any general matters involving the above properties - both during and outside of opening hours - e.g.: litter, gritting, parking, landscaping, events & activities:

- Please use the 'Contact us' section of the Surrey Quays Shopping Centre website www.surreyquays.co.uk and complete and submit the online form. All submitted forms are reviewed by the Centre Management team every day and they will make contact with you directly – where necessary.
- Alternatively, you can call the Centre management team during opening hours on 020 7237 5282.
- If you want to get in touch with the Printworks team during an event the staffed phone line is 07561 099844. The team ask that you send a text first and they will get back to you as quickly as possible.

7. Privacy and confidentiality

- Your personal details will not be shared with any third parties outside of the direct Canada Water Masterplan team or The British Land Company PLC ('British Land'), nor shared publicly.

- We will only add new contacts to the project mailing list if you have positively confirmed that you would like to receive project updates.
- People not already on our database or who have not provided their consent will be asked to confirm that we can keep a record of their opinions and personal details on behalf of the project developers British Land and BL CW Holdings Limited (which is the planning applicant and a British Land group company).
- Please [click here](#) for full details of our Fair Processing Notice (compliant with GDPR legislation).