



Customer Relations

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PROJECT MANAGER

Conduct On-site

- Maintaining professional conduct on a construction site is paramount for ensuring safety, efficiency, and mutual respect among all workers.



Pedestrian Control Plans



- Consider all active road users, including cyclists, pedestrian and others
- Provide Safe, convenient, and clearly delineated travel path
 - inhibits movements as little as possible
 - Replicates existing conditions
- Assess AODA compliance,
- Understand pedestrian generators and vulnerable pedestrians,
- Know the well-travelled routes, transit stops etc.
- Schedule operations to minimize pedestrian detours



Service Disruptions



- Understanding impacts of construction on an area
- Examples:
 - Property or driveway access
 - Water service interruptions
- Schedule operations to limits impacts
- Examples:
 - Outside of regular business hours
 - Accommodating deliveries or business specific needs



On-Call And After Hours



- Construction Services staff are on-call to answer after hours calls
- Will preform assessment of required response time
- Contractor is required to respond after hours



Health and Safety On-site

- Commitment to work together as a cohesive team to uphold the highest standards of safety on all sites.
- How?
 - By actively communicating, identifying potential hazards, working finding solutions
- Creating an environment where every worker feels valued, protected, and empowered to contribute to a safe and successful project





QUESTIONS?

