

OCC-09 Third Party Interface



Housekeeping

- Mobile phones **MUST** be on silent mode.
Answer your urgent phone calls outside the training room
- Avoid chatting outside the topic
- Respect the speaker at all times
- Avoid eating inside the training room (water is allowed)
- Smoke only at designated areas
- Emergency assembly point location
- Rest room location



Course Agenda

Time	Topic
08:00 - 08:30	Welcome and Brief Introduction
08:30 - 09:00	<ul style="list-style-type: none">• Housekeeping• Course Objectives & Agenda
09:00 - 09:30	Module 1 <ul style="list-style-type: none">• Scope and Purpose• Partnering and Collaborative Working• Collaborative Framework
09:30 - 10:30	Module 2 <ul style="list-style-type: none">• Stakeholder Identification and Categorization• Categorizing Interested parties• Engagement approach
10:30 - 10:45	Coffee break
10:45 - 12:00	Module 3 <ul style="list-style-type: none">• Development of Interface Protocols• Who are HRH's Stakeholders and Interested Parties
12:00 - 12:15	Q&A
	End of Training

Course Objectives

At the end of the course, you will be able to:

- Explain what an interface with HRH is
- Participate in Partnering and Collaboration
- Identify Stakeholders and Interested Parties
- Engage productively with Stakeholders and Interested Parties
- Develop Interface Management Protocols
- Identify who HRH Interfaces with

Quick self introduction

- 🎯 Name
- 🎯 Something about you
- 🎯 Roles & Responsibilities
- 🎯 Work experience



Module 1



Scope and Purpose

About Interface Management



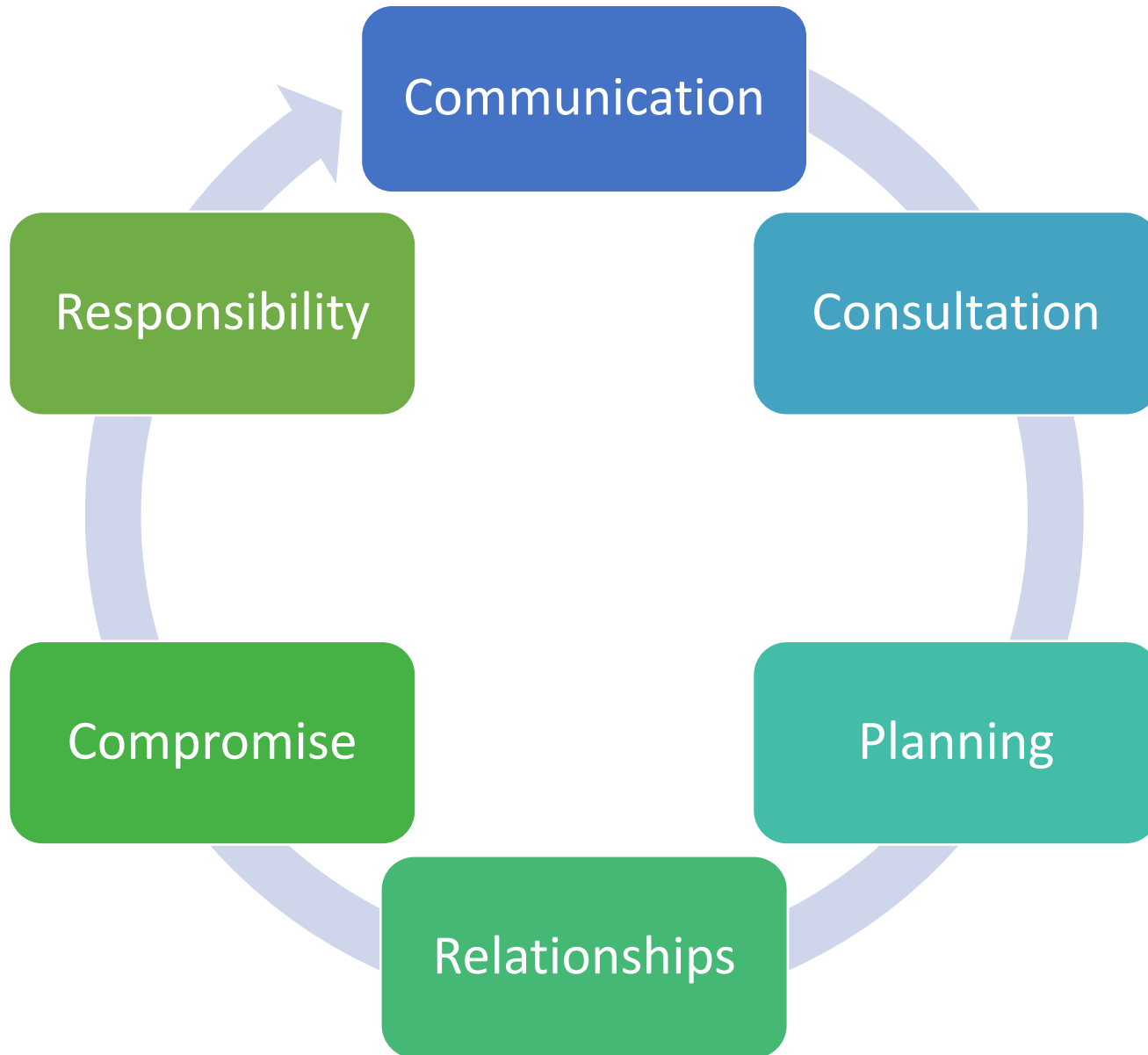
Did you know?

This will be how HRH develops effective working relationships with interfacing organizations

HRH's processes to maximize performance and mitigate risks associated with each interface

An interested party / stakeholder is defined as "A person or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity of HRH

HRH's Approach





Responsibility

HRH's organization has been designed in such a way that, for each stakeholder:

- A senior representative is clearly identified both in HRH's organization and the stakeholder's organization (strategic level); and
- Communication and working processes at the tactical and operational levels are easy to define and implement.

Module 1



Partnering and Collaborative Working

Group Activity



Please work with team to see what you think are the fundamentals of Partnering and Collaborative Working.

Partnering and Collaborative working

Clarity of purpose

Communication

Alignment of expectations

Long term relationships

Flexibility



Partnering and Collaborative working

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- Clarity of purpose
- Communication
- Alignment of expectations
- Long term relationships
- Flexibility

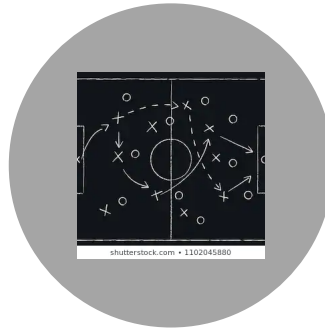
Collaborative Framework



Interaction



**STRATEGIC
INTERACTIONS**



**TACTICAL
INTERACTIONS**



**OPERATIONAL
INTERACTIONS**

Module 2



Stakeholder Identification and Categorization

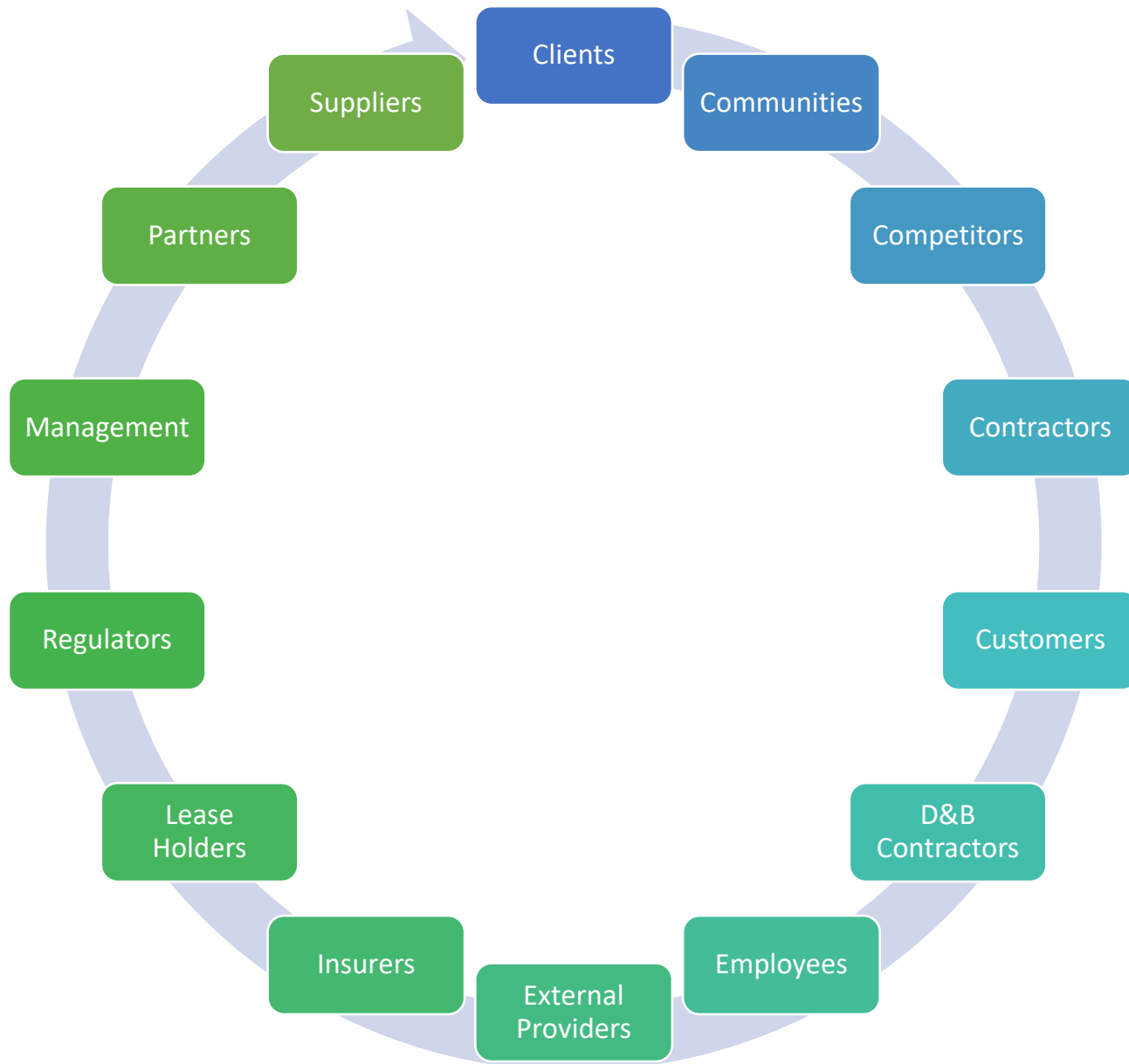
Group Activity



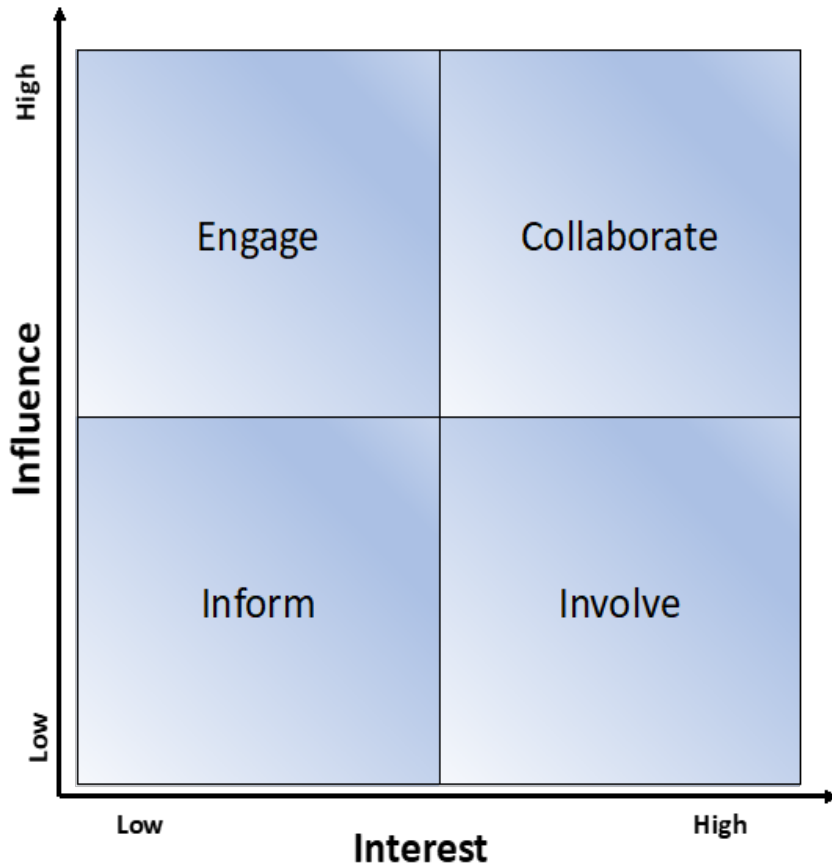
Please work with team to see who, in general terms, you think our Stakeholders and Interested parties are?

So not specific, Just function

Identification of Stakeholders



Stakeholder Categorization



- Low interest, low influence – stakeholders that need to be kept informed;
- High interest, low influence – stakeholders that need to be involved and consulted with;
- Low interest, high influence – powerful stakeholders that need to be engaged;
- High interest, high influence – partners that HRH needs to collaborate with.

Engagement Approach

Engagement approach	Description
Partnership	Shared accountability and responsibility. Two-way engagement joint learning, decision making and actions
Participation	Part of the team engaged in delivering tasks or with responsibility for a particular area / activity. Two-way engagement within limits of responsibility.
Consultation	Involved, but not responsible and not necessarily able to influence outside of consultation boundaries. Limited two-way engagement: organization asks questions, stakeholders answer.
Push communications	One-way engagement. Organization may broadcast information to all stakeholders or target particular stakeholder groups using various channels e.g. email, letter, leaflets.
Pull communications	One-way engagement. Information is made available, and stakeholders choose whether to engage with it e.g. web-pages.

Coffee Break

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Module 3

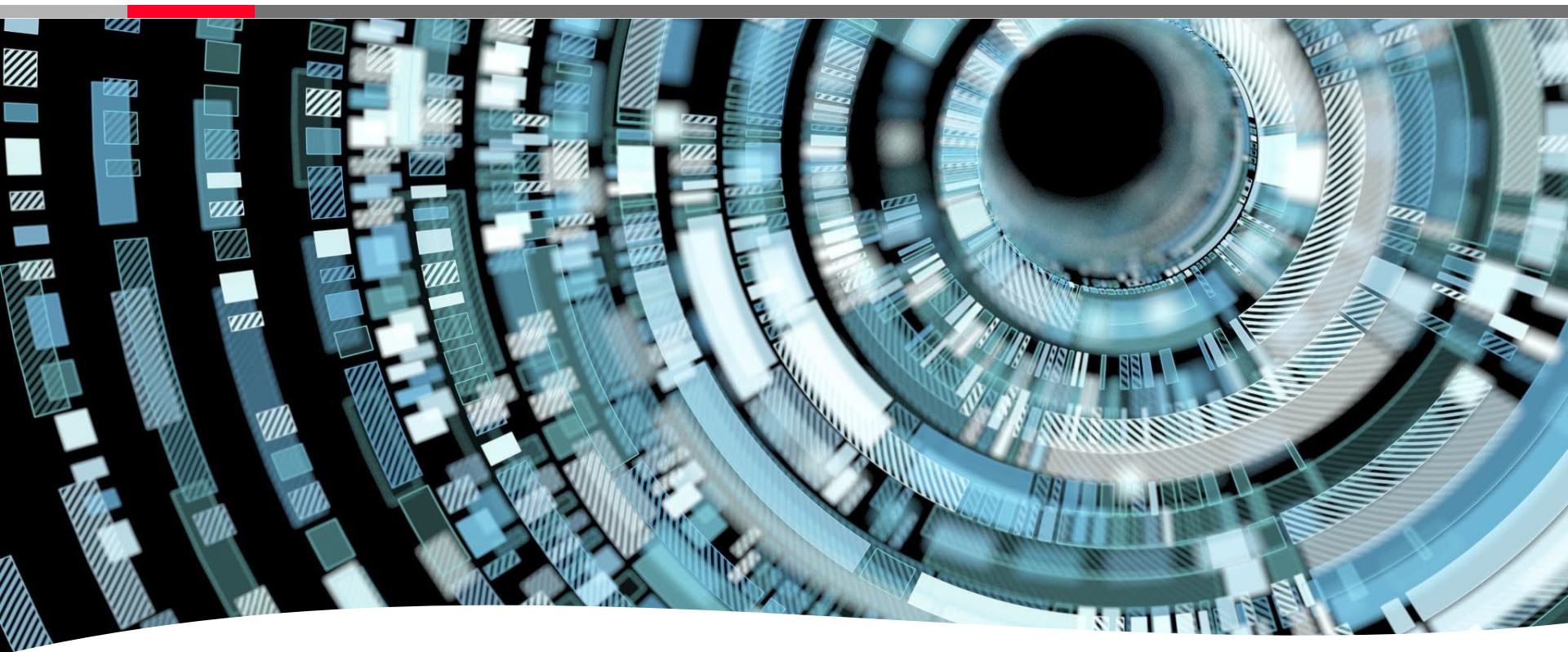


Development of Interface Protocols
HRH's Stakeholders and Interested Parties

Group Activity



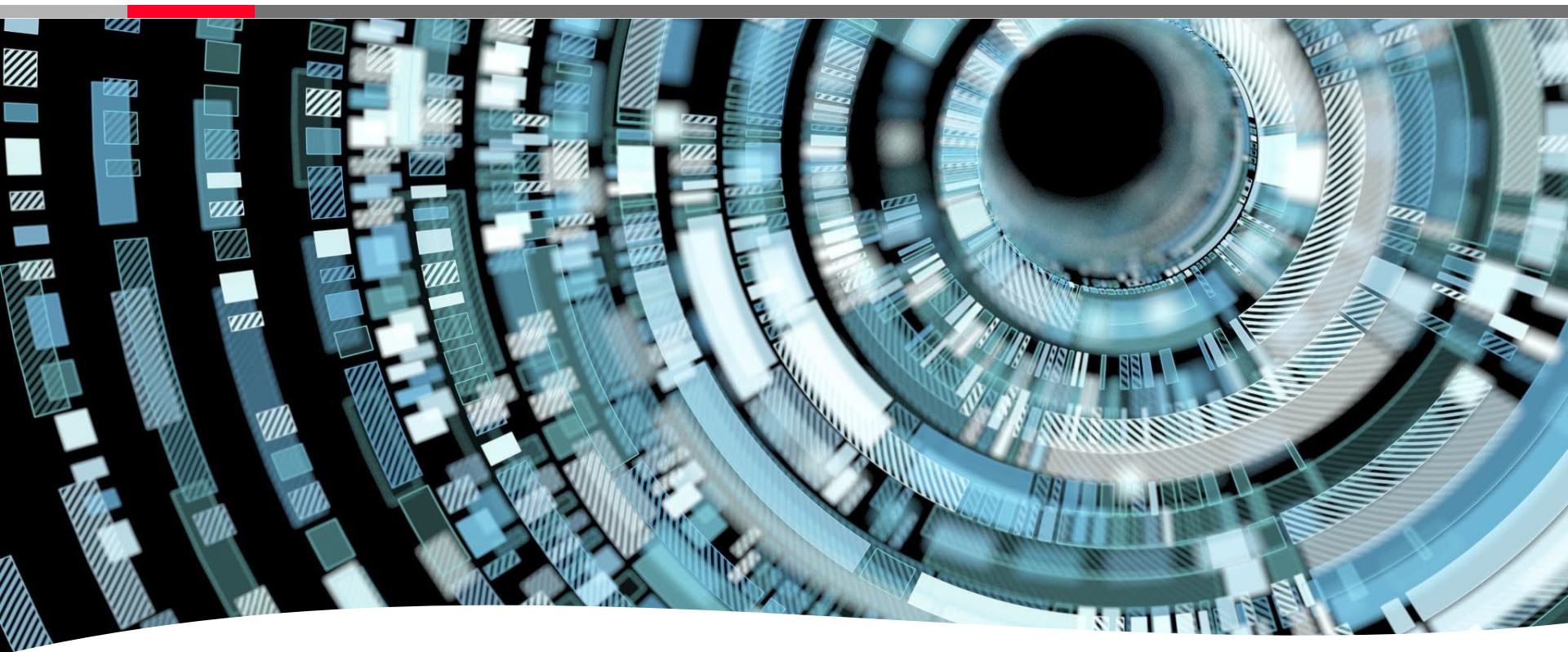
What do you think the Interface protocol should include?



The characteristics of the interface:

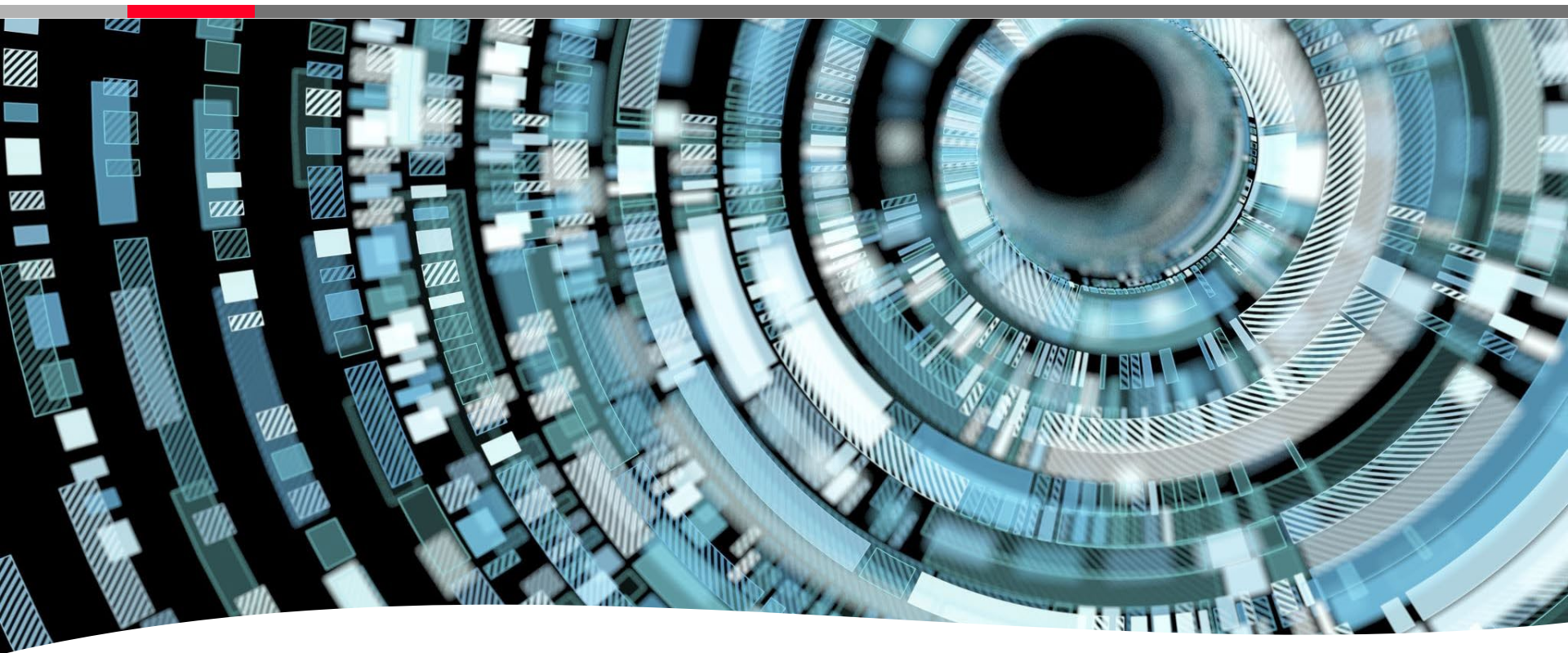
- Stakeholder name
- Nature of interface (contractual, operational, legislative or customer)

Contractual Interface



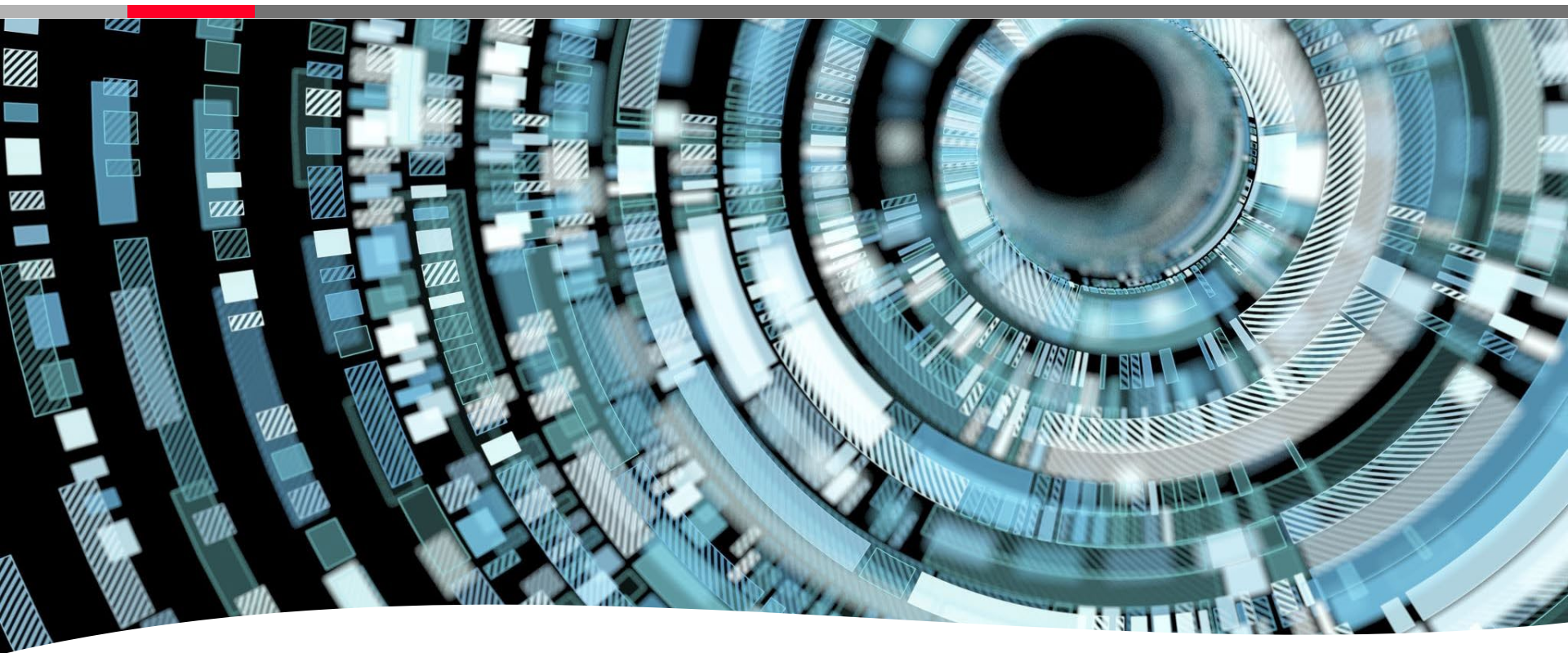
Contractual interfaces include interfaces with contractors that are at present involved in the construction project as well as interfaces with future contractors that HRH needs to deal with. These interfaces will be subject to a more contractual approach, with clear definitions of interfaces, roles and responsibilities, accountability, incentives or penalty, risk management, auditing etc.

Operational Interface



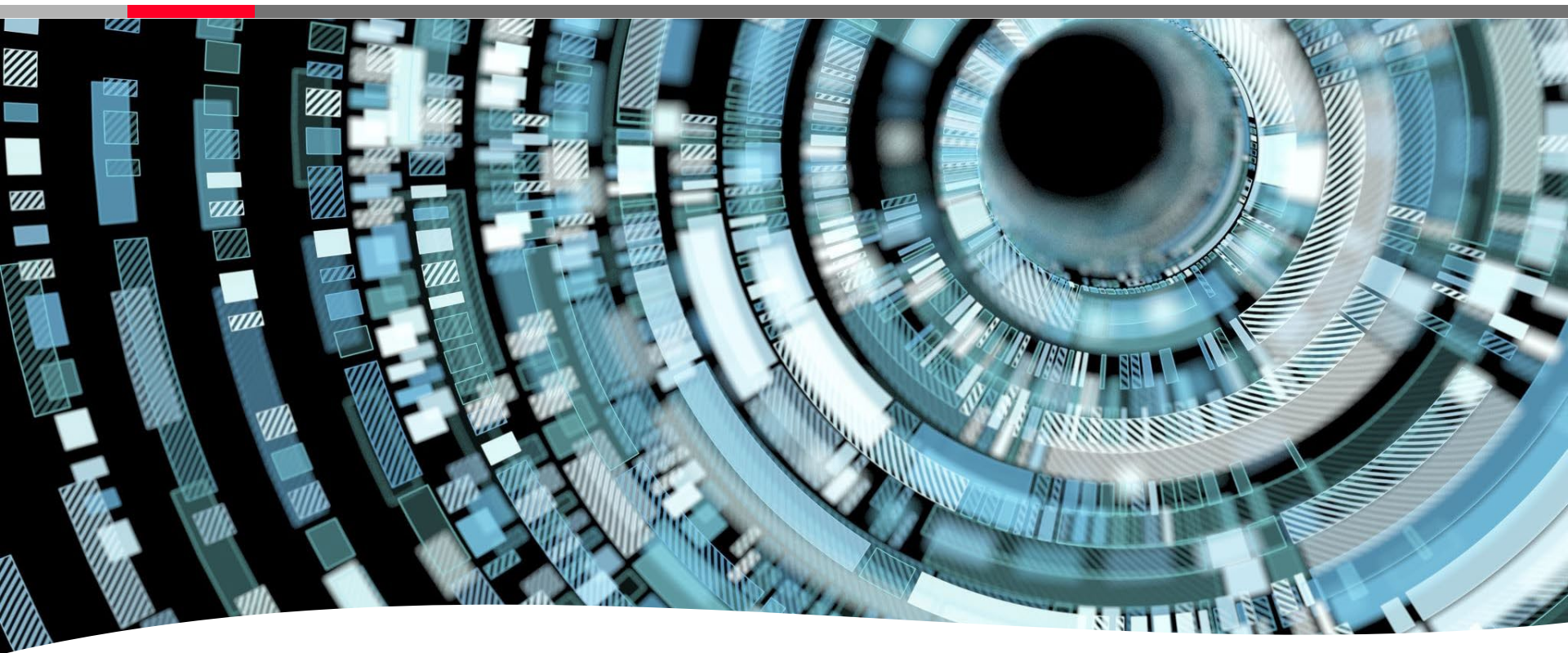
Operational interfaces will include interactions with the management of outside organizations. Here, the approach will likely include processes, procedures, systems, formal meetings, regular communications, etc.

Legislative Interface



Legislative interfaces will include government, licensing, etc. The approach will include compliance with legislation, regular meetings and reports, etc.

Customer Interface



Customer interfaces are interactions with the travelling public, the customers' liaison groups; the community groups, etc.

Roles and Responsibilities



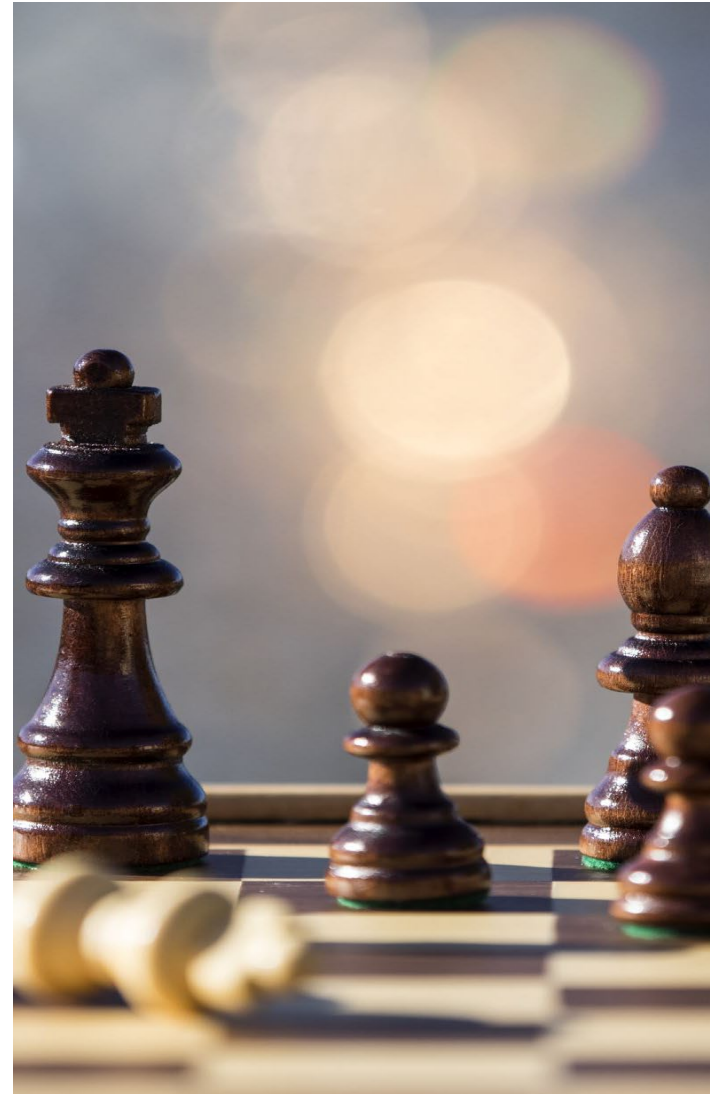
- Determination of Lead Organization where Stakeholder is shared with DTS
- HRH Representative(s)
 - HRH senior representative (strategic level)
 - Representatives at tactical and operational levels (if applicable)
- Stakeholder Representative(s)
 - Stakeholder senior representative (strategic level)
 - Representatives at tactical and operational levels (if applicable)

Communication Principles & Action Plan

Development Principles

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- Interface function
- Risk assessment
- Governance regime
- Performance measure
- Continuous improvement goals



Public Authorities and institutions including

- Honolulu Police Department
- Department of Public Safety – Sheriff Division
- Honolulu Fire Department
- Honolulu Emergency Medical Services
- Honolulu Emergency Management Agency
- Hawaii Department of Transportation
- Federal Bureau of Investigation (FBI)
- United States Department of Defense (United States Army Garrison – Hawai'i)
- United States Department of Defense (United States Naval Base Pearl Harbor)
- United States Department of the Interior (National Park Service)
- Secret Service
- Transport Security Administration (TSA)
- Federal Transit Administration (FTA)

Identification of HRH Stakeholders

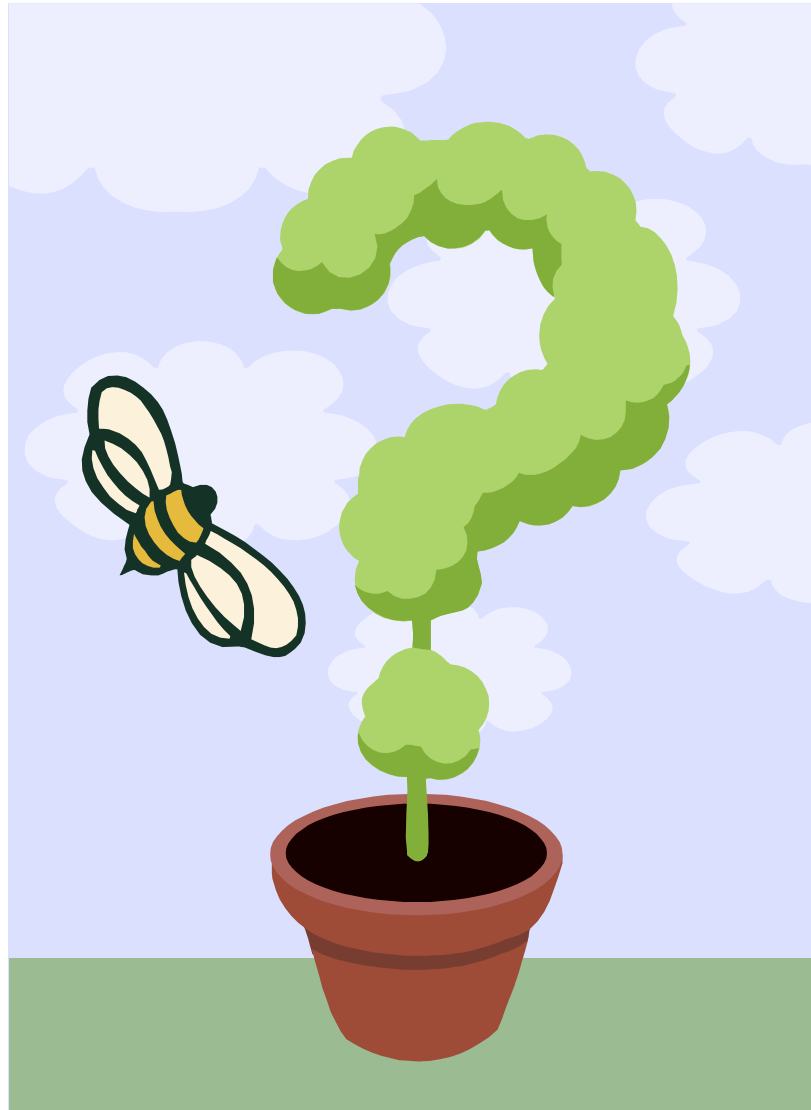
- Advertisers, leaseholders and their personnel
- Owners and/or managers of lands utilities and facilities interfacing with the Railway, including:
 - Lands, buildings and facilities owners and/or managers
 - Utilities owners and / or managers including:
- Builders, providers and suppliers of the Honolulu Rapid Transit Project including:
 - Honolulu Authority for Rapid Transportation (HART) – Design and Build Project Owner
 - INIT Innovations in Transportation Inc. – Fare Systems design, manufacture, testing, installation and operation
 - Schindler Elevator Corporation - Elevators and Escalators manufacture, install and maintain



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- A blue background with white and yellow line-art icons representing various business and innovation concepts: a star with a lightbulb, a person running with a flag, a speech bubble, a handshake, puzzle pieces, a flask, and a group of people.

Questions and Answers



Thank You

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