

How to: Construction Disruption Mitigation Management Plans

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The purpose of a Construction Disruption Mitigation Management Plan (CDMMP) is to demonstrate that a contractor has considered the impacts of construction on neighbouring properties, businesses and residents, and has adapted their planned works and approaches to minimise or mitigate those impacts.

A well-developed CDMMP is a key tool to help both the client and the contractor articulate clear expectations and commitments relating to customer experience.

In this guide:

- What is a CDMMP?
- The importance of understanding impacts
- Things to think about when preparing a Plan
- What to look for when reviewing a CDMMP

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A guide to effective Construction Disruption Mitigation Management Plans (CDMMPs)

Why a CDMMP?

Requesting a draft CDMMP in a tender process is a mechanism to identify how well tenderers have considered customer impacts in their proposed methodology and approaches, and if they have appropriately reflected it in their pricing.

Project managers will review the CDMMP to ensure it addresses issues raised in a Community Impact Assessment, and that it aligns with how they intend to approach Development Response for the project.

The CDMMP is an opportunity for tenderers to show their expertise, innovative thinking around disruption management and grasp of the social, cultural and economic factors that construction could affect.

Once a preferred contractor is appointed, the CDMMP may need to be revised, and agreed upon, ensuring expectations and commitments are clear.

For larger, longer term projects CDMMPs should be updated regularly to reflect changes in the community and project, and emerging opportunities and challenges.

What's in a CDMMP?

The intent and content of a CDMMP is outlined in the Contractor Requirements document.

The Contractor Requirements document also sets out a Code of conduct and minimum requirements for site setup & appearance, noise vibration and monitoring, dust dirt and debris, temporary lighting, water useage, rubbish management, consideration of public and private events.

Contractors need to demonstrate that they genuinely understand the context in which they'll be working - the place, its community and how it operates. The CDMMP must articulate why specific methodologies, staging, equipment and/or approaches have been chosen.

The size of the CDMMP depends on the complexity of the project and there is no set template. It could be a standalone document that identifies key audiences, anticipated impacts and associated approaches or mitigations; or a summary document alongside the contractor's Construction and Stakeholder Management plans that describes key impacts and the rationales for proposed methodologies and approaches.

Things to consider in a CDMMP

When preparing or reviewing a CDMMP, you should consider aspects such as:

- the right balance between duration and intensity of works – sometimes it's better to work rapidly, while othertimes to take longer to minimise disruption, and it can even vary within sites
- minimising site footprint, limiting it to active work areas to make as much space available for people and businesses
- how the timing and scheduling of works can worsen or improve customer impacts, e.g. night works, exam periods, busier trading periods
- how site layout and presentation, including barriers and hoardings, play a key role in the experience of the site
- how the site will support effective city operations such as loading and servicing, pick up and drop off, and rubbish collection
- how temporary traffic management integrates with the wider context and keeps things flowing.

What to look for in a good CDMMP

The CDMMP is the contractors opportunity to showcase their technical expertise alongside their empathy for the community in which they'll be working. As a project lead you want a contractor who cares, who brings initiative, experience or fresh ideas to their development response approach. Here are some key things to look for:

Understanding of impacts

The CDMMP should demonstrate that the contractor has taken the time to understand the context of the project, the needs and concerns of the people affected, and considered potential disruptions

- Does it respond to the issues, concerns and impacts identified in the **Community Impact Assessment**?
- Does it demonstrate a thorough understanding of the needs of the place and its community?
- Does it address potential impacts of the works?
- Is it clear in identifying any assumptions, information gaps, or potential room for improvement or clarification?
- Does it demonstrate site-specific consideration of aspects such as:
 - CPTED, and antisocial behaviour
 - Universal access
 - Wayfinding and movement of pedestrians, cyclists etc

Mitigating Impacts

The information provided in the CDMMP clearly articulates:

- Key disruptions, causes, impacts, affected stakeholders and proposed actions or mitigations, with a clear rationale where more than one option exists
- How the methodology, timing, staging, working hours and machinery selection considers customer impacts
- How timing and micro-staging of particular work can mitigate impacts
- How they intend to coordinate with other projects, utility providers and operators
- How innovation, techniques or advances in best practice, have been identified, and/or where they have been successfully applied on similar projects.
- Has the contractor provided alternatives, or options to achieve project goals, that may save time, money or improve community outcomes?
- What are the opportunities for enhancing customer experience?

Implications of the mitigations

Does the plan clearly show:

- A demonstrated commitment to customer experience e.g. “we will..” rather than “we will make best endeavours to...”
- Key roles and responsibilities for the mitigations and actions, especially if any are shared between contractor and principal.
- How disruption mitigation is reflected in areas such as resource allocation and pricing e.g.
 - Time
 - Equipment, such as fencing/ hoardings and sound mats
 - Stakeholder management
- What tools, processes or e.g. meeting cadence will be needed to support the implementation of the plan
- How you'll know if mitigations are effective, and if changes need to be made.