

**Title:** **Business-Friendly Construction**  
**Number:** **CP2026-05**  
**Effective Date:** **(YYYY Month DD)**  
**Responsible Business Unit:** **Project Development**

## 1. PURPOSE

1.1 The purpose of this Council policy is to:

- a) Recognize the importance of businesses to Calgary's local economy and community well-being;
- b) Acknowledge that when delivering City Projects impacts cannot be avoided;
- c) Outline the objectives The City will endeavor to follow to support business continuity and continued customer access during the construction of City Projects; and
- d) Acknowledge The City is not obligated to provide financial support to businesses related to City Projects.

## 2. APPLICABILITY

2.1 This Council policy applies to Council and City Administration.

2.2 This Council policy applies to City Projects as defined in this policy.

## 3. POLICY STATEMENT

3.1 Despite having no obligation to do so, when reasonably practicable, appropriate and feasible, while considering the public interest as well as The City's priorities of delivering safe, effective projects in accordance with legislative requirements, The City will endeavour to:

- a) Consider, as part of standard project planning for City Projects, the operations of Neighbouring Businesses;
- b) Identify foreseeable construction related issues relevant to Neighbouring Businesses and incorporate mitigation measures into project planning for City Projects;
- c) Provide timely, plain-language information regarding planned construction activities, schedules and anticipated changes to Neighbouring Businesses;
- d) Maintain communication channels for inquiries from Neighbouring Businesses during construction and provide updates and responses as required based on project scope;
- e) Provide public access that is safe, accessible, and easy to follow, around City Projects;

- f) Implement initiatives that work to build customer experience and confidence and promote business area vitality.

#### 4. ROLES AND RESPONSIBILITIES

- 4.1 Council is responsible for receiving updates annually or otherwise, on progress towards policy objectives through infrastructure and planning committee.
- 4.2 City Administration is responsible for the planning, design, delivery and transition to operations of City Projects in accordance with this policy and associated governance.

#### 5. DEFINITIONS

5.1 In this Council policy:

- a) **City Administration** means the Chief Administration Officer or an employee accountable to the Chief Administrative Officer;
- b) **Council** means the Mayor and Councillors duly elected in the city and who continue to hold office;
- c) **City Project(s)** means public project, program or strategic action that:
  - i. Is directly initiated, planned, and implemented by The City;
  - ii. Results in the construction of new assets, often referred to as infrastructure, the naturalization of areas, or the expansion, renovation, maintenance and betterment of existing physical, tangible, constructed assets or infrastructure;
  - iii. Does not include emergency work, which includes, but is not limited to, those events or projects which are reactive in nature and typically undertaken in response to unforeseen damage, infrastructure failure or urgent safety concerns;
- d) **Neighbouring Business** means any commercial entity, whether for-profit or not-for-profit, located adjacent to City Projects.

#### 6. ASSOCIATED GOVERNANCE

6.1 This Council policy is established in accordance with The *Municipal Government Act (Alberta)* which describes the responsibility of the Chief Administrative Officer to implement the policies and programs of the municipality.

#### HISTORY

Action	Date	Approval	Description
This section will be completed by the Governance and Policy Team			