

COMMUNITY ENGAGEMENT

FOCUS AREA	GUIDANCE
Engagement Planning	<ul style="list-style-type: none">• Community engagement and consultation is incorporated into business unit, asset or project stakeholder engagement plans. Plans include an assessment of key issues and community needs or assets where appropriate.
Social Mapping	<ul style="list-style-type: none">• Business units, assets or projects may perform social or stakeholder mapping as part of Environmental and Social Impact Assessments (ESIAs) or as stand-alone assessments as appropriate. This is evaluated on a case-by-case basis.
Impact Assessments	<ul style="list-style-type: none">• ESIAs assess community impacts, and include mitigation measures for community impacts.• As part of ESIAs, communities are engaged regarding potential issues and concerns, as well as preferred mitigation measures.
Addressing Community Concerns	<ul style="list-style-type: none">• Business units, assets or projects communicate with and engage communities and their representatives on how to contact the company and best ways for them to raise any concerns.• Community relations staff are in close contact with communities and engage in regular two-way dialogue.• Community relations staff has process in place to surface, track and respond to concerns or grievances in a timely manner and to develop appropriate mitigation measures.