

May 2019

Community engagement policy

1. Policy Statement

This policy defines the principles guiding our interactions with communities affected by Clean TeQ, its projects and operations.

2. Scope

This policy applies to employees of Clean TeQ, its contractors and sub-contractors.

The Government, External Relations and Community function is responsible for implementation of this policy.

3. Definitions

Term	Definition
Community	Local people, businesses and representative organisations affected by, or who can affect, Clean TeQ's business.
Community investment	Investment of money or other resources with the intention of benefiting local people and organisations.
Contractor	A business under contract to Clean TeQ to deliver goods or services.
Employee	A direct employee of Clean TeQ.
Social licence to operate	A level of community acceptance that allows Clean TeQ to operate unhindered.
Sub-contractor	A business under contract to a Clean TeQ contractor to deliver goods or services.

4. Policy Content

4.1 Values

Clean TeQ is a values-driven company whose vision is to empower the clean revolution.

We are invested in, and connected to, the communities in which we work. Clean TeQ is prepared to be different and has the courage to do things differently to add value while managing the risks to the business.

4.2 Behaviours

Our social licence to operate is directly linked to our people's behaviour in the communities where we live and work. Communities' perception of Clean TeQ is the sum of their individual experiences of our people.

Everyone working on Clean TeQ projects and operations is expected to protect our social licence to operate by living Clean TeQ’s values, following the Code of Conduct and behaving respectfully.

4.3 Engagement

Clean TeQ actively interacts with the community to leverage our combined capabilities and create mutually beneficial outcomes.

Our intention is to work together with communities to achieve long-term shared value.

We engage with communities early and regularly and listen to their input.

4.4 Communication

Clean TeQ communicates with respect and works hard to listen to our communities and achieve constructive dialogue.

We use multiple, audience-appropriate communication channels to deliver consistent and timely information. Information about our projects and operations is shared using clear language.

We hold ourselves accountable to deliver on commitments to our communities.

4.5 Local Indigenous communities

Clean TeQ acknowledges the Indigenous people on whose land we operate. We are committed to working with organisations representing Indigenous people to form partnerships that build capacity and generate long-term value.

4.6 Community investment

Clean TeQ’s community investments build capacity and deliver collective benefits. We engage with our communities to understand and support priorities that deliver sustainable outcomes.

4.7 Dispute resolution

Clean TeQ responds quickly to community dissatisfaction. We aim to resolve complaints at the lowest level, as quickly as possible and to deliver long-term resolutions.

Document History:

Document Number	PPP-DDD-TTT-0001
Business	Corporate
Document Owner	General Manager Government, External Relations & Community
Originated By	Community Relations Superintendent
Reviewed By	General Manager Government, External Relations & Community
Next Revision Due	May 2020