

## 4.10 Communications and consultation

**Principle:** Stakeholders are identified and engaged in the issues of interest to them, and communication and consultation processes establish a foundation for good stakeholder relations throughout the project life.

**Scope:** Identification and engagement with project stakeholders, both within the company as well as between the company and external stakeholders (e.g. affected communities, governments, key institutions, partners, contractors, catchment residents, etc).

### Requirements:

Criteria	Minimum requirements (good practice)	Advanced requirements (best practice)
<b>Assessment</b>	<p><b>Preparation Stage:</b></p> <p>Stakeholder mapping has been undertaken to identify and analyse stakeholders, to establish those that are directly affected, and to establish communication requirements and priorities.</p> <p><b>Implementation Stage:</b></p> <p>Communications and consultation requirements and approaches have been identified through an assessment process involving stakeholder mapping, supported by ongoing monitoring.</p> <p><b>Operation Stage:</b></p> <p>Ongoing or emerging issues relating to hydropower facility communications and consultation have been identified; requirements and approaches are determined through a periodically updated assessment process involving stakeholder mapping; and effectiveness is monitored. .</p>	<p><b>Preparation Stage and Implementation Stage:</b></p> <p>The stakeholder mapping takes broad considerations into account.</p> <p><b>Operation Stage:</b></p> <p>The stakeholder mapping takes broad considerations into account.</p>
<b>Management</b>	<p><b>Preparation Stage</b></p> <p>Communications and consultation plans and processes, including an appropriate grievance mechanism, have been developed at an early stage applicable to project preparation, implementation and operation that outline communication and consultation needs and approaches for various stakeholder groups and topics.</p> <p><b>Implementation Stage:</b></p> <p>Communications and consultation plans and processes, including an appropriate grievance mechanism, are in place to manage communications and engagement with stakeholders; these outline communication and consultation needs and approaches for various stakeholder groups and topics.</p> <p><b>Operation Stage:</b></p> <p>Communications and consultation plans and processes, including an appropriate grievance mechanism, are in place to manage communications and engagement with stakeholders; these outline communication and consultation needs and approaches for various stakeholder groups and topics.</p>	<p><b>Preparation Stage and Implementation Stage:</b></p> <p>Communication and consultation plans and processes show a high level of sensitivity to communication and consultation needs and approaches for various stakeholder groups and topics; and processes are in place to anticipate and respond to emerging risks and opportunities.</p> <p><b>Operation Stage:</b></p> <p>Communication and consultation plans and processes show a high level of sensitivity to communication and consultation needs and approaches for various stakeholder groups and topics; and processes are in place to anticipate and respond to emerging risks and opportunities.</p>

## Stakeholder Engagement

### Preparation Stage:

There has been engagement with the following groups, or on the following topics, or through the following processes, with directly affected stakeholders:

- Project preparation, on topics of interest and relevance to directly affected stakeholders.
- The business interacts with a range of directly affected stakeholders to understand issues of interest to them.
- Environmental and social impact assessment and management planning.
- Siting and design optimisation.
- Project benefits.
- Project-affected communities.
- Resettlees and host communities.
- Assessment and planning for cultural heritage issues.
- Assessment and planning for public health, including health officials.
- Downstream flow regimes.
- Plans for the management of climate risks.

Engagement with directly affected stakeholders has been appropriately timed, has often been two-way, and undertaken in good faith; and there are ongoing processes in place for stakeholders to raise issues and get feedback.

The business makes significant project reports publicly available, and publicly reports on project performance, in some sustainability areas; the results of the assessment of strategic fit are publicly disclosed; the power density calculations, estimated GHG emissions, and / or the results of a site-specific assessment have been publicly disclosed.

### Implementation Stage and Operation Stage:

The project implementation and operation stages involve engagement with directly affected stakeholders, and engagement is appropriately timed and scoped, often two-way, and undertaken in good faith.

The business interacts with a range of directly-affected stakeholders to understand issues of interest to them.

Ongoing processes are in place for stakeholders to raise issues and get feedback.

The business makes significant project reports publicly available, and publicly reports on project performance, in some sustainability areas; power density calculations, estimated GHG emissions, and / or the results of a site-specific assessment have been publicly disclosed.

### Preparation Stage, Implementation Stage and Operation Stage:

Engagement with directly affected stakeholders has been inclusive and participatory; negotiations are undertaken in good faith; and feedback on how issues raised have been taken into consideration has been thorough and timely.

The business makes significant project reports publicly available and publicly reports on project performance in sustainability areas of high interest to its stakeholders

The assessment of project resilience has been publicly disclosed.

In the case of a need to address downstream flow regimes, the assessment and management process for downstream flow regimes has involved appropriately timed and two-way engagement with directly affected stakeholders, and ongoing processes are in place for stakeholders to raise issues with downstream flow regimes and get feedback.

<p><b>Stakeholder Support</b></p>	<p><b>Preparation Stage:</b></p> <p>Affected communities generally support or have no major ongoing opposition to the plans for the issues that specifically affect their community; and directly affected stakeholder groups generally support or have no major ongoing opposition to the cultural heritage assessment, planning or implementation measures.</p> <p><b>Implementation Stage:</b></p> <p>Affected communities generally support or have no major ongoing opposition to the plans for the issues that specifically affect their community, and there is general support or no major ongoing opposition amongst directly affected stakeholder groups for the cultural heritage assessment, planning or implementation measures. Resettlees and host communities generally support or have no major on-going opposition to the Resettlement Action Plan</p>	<p><b>Preparation Stage and Implementation Stage:</b></p> <p>Formal agreements with nearly all the directly affected communities have been reached for the mitigation, management and compensation measures relating to their communities; there is consent with legally binding agreements by the resettlees and host communities for the Resettlement Action Plan; formal agreements with the directly affected stakeholder groups have been reached for cultural heritage management measures.</p>
<p><b>Conformance/ Compliance</b></p>	<p><b>Preparation Stage, Implementation Stage and Operation Stage:</b></p> <p>Processes and objectives relating to communications and consultation have been and are on track to be met with no major non-conformances and non-compliances; and any communications related commitments have been or are on track to be met.</p>	<p><b>Preparation Stage, Implementation Stage and Operation Stage:</b></p> <p>There are no non-compliances or non-conformances.</p>