Tool 4.1: Community Engagement Plan

This tool provides guidance on the rules decided upon collaboratively by both the community and the company to define what engagement will look like, how often it will occur and the topics. It also begins an informal register of commitments between company and community. It is meant to be a dynamic document that is always progressing as relationships broaden and deepen. Given the existing framework of legislation and regulation, and that SLO operates outside of this framework currently, it is not clear what constitutes evidence that a community agrees and is therefore suggested that the form of evidence, as the document is not legally required, be negotiated by the parties. As to the custodian of the Plan, again this is something that should be negotiated but ideally it would be held by a trusted third party such as a notary. This said, while the document itself is important, it is the actual negotiation process that is the emphasis here as this is what strengthens and deepens relationships.

Community Engagement Plan	
Community engagement – for the company to consider	- Use dialogue-based approach. Encourage locals to share their views – often this can be achieved by creating a welcoming and safe atmosphere. - Consider hiring a community member to act as a liaison coordinator. Locals might consider it easier to talk about their concerns with someone from their own community. - Map stakeholders (previously done in Activity 1: Familiarise). Stakeholder engagement is about good communication, and identification and mitigation of impacts and risks. - Company's efforts should be proactive instead of reactive. It is crucial to understand stakeholders' views and build a culture of collaboration based on shared expectations. - Get to know local culture, history, livelihoods and traditions. Engage with stakeholders to understand attitudes and areas of knowledge and expertise. Engage to find out priorities, risks and opportunities. Aim to understand how project might affect the stakeholders. - Stakeholder engagement creates opportunities for participative decision-making. Ensure processes of engagement offer genuine opportunities for public participation. Make sure company communication is understood by everyone. Information must be understandable and accessible to all stakeholders. - Ensure appropriate mechanisms of reporting and dispute resolution are in place. Share information about these systems. - Strategic stakeholder engagement is built on long-term objectives and it is an inclusive and continuous process.
Communication	- Take a neutral tone when providing information to the community. Is the wording presented in a way that does not overtly tilt toward mining

– for the company to consider	interests? Are both benefits and impacts discussed?
	
	- Consider multiple communication tools including
	   • Conducting house to house visits for those who may be unable to attend public meetings
	   • Use radio, television or print media
	   • Access existing communication networks
	   • Create a website or use social networking sites
	   • Post information or create a strategically located notice board.
	
	- Be brief as too much information can be overwhelming. Consider one-page summaries of critical documents while making more extensive information available for those who want it.
	
	- Use visuals – maps, photos, diagrams, organizational charts, posters, videos or scale models to convey key messages.
	
	- Use skilled communicators – people experienced in making public presentations using plain language and appropriate tools are important. These people will need to be well informed about the project to reply to questions, backed up by key people available to answer technical questions.[8]

Topics that should be addressed collabora-tively with the commu-nity	- Discuss together with the communities:
	   • Economic benefits for the locals; what are the most meaning-ful forms of community investments?
	   • Environmental accountability and possible means of environ-mental compensation (Natura 2000)
	   • Socio-economic development, community health and well-being, infrastructure
	   • Dispute resolution mechanisms
	   • Community and regional development visions and land use plans (including future land use of mine site)
	   • Social and cultural integrity
	   • Distribution of costs, benefits and risks; mechanisms created in collaboration with local communities
	
	- Use principle of Free, Prior and Informed Consent (FPIC) when appli-cable, non-interference with traditional activities

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[8] Gibson, G. & O'Faircheallaigh, C. (2015) IBA Community Toolkit.