

Our approach to communities and social performance

We set out to build enduring relationships with our neighbours that are characterised by mutual respect, active partnership and long-term commitment. Good management of community relationships is as necessary to our business success as the management of our operations. Good performance requires all of us to accept responsibility for community relationships.

A detailed Communities and Social Performance (CSP) standard applies to all of our operations and projects, providing consistency in CSP planning and performance. Businesses must regularly review the adequacy of their CSP planning, systems, resources and activities to conform to the standard.

Our priorities for effective communities and social performance include:

- Developing and maintaining mutually beneficial relationships with local communities and relevant shareholders.
- Understanding and striving to minimise any negative social impacts in the development and operation of our businesses.
- Aiming to provide lasting socioeconomic benefits to host communities.
- Undertaking community initiatives, activities and targets, in partnership with other shareholders that reflect community priorities and focus on local and/or regional economic development.
- Using the comparative advantage of our business to maximise local employment opportunities, and to promote small business development and local contractor opportunities;
- Ensuring that resettlement is avoided where possible, and where unavoidable proceeds in compliance with the IFC Performance Standard 5 on “Land Acquisition and Involuntary Resettlement” so that resettled people and communities have their standard of living and livelihood sustainably restored or improved over the long term as a result of the resettlement.
- Engaging with local and Indigenous communities on the protection of their cultural heritage.
- Recognising Indigenous peoples’ special connection to lands and waters, and operating in a manner consistent with the UN Declaration on the Rights of Indigenous Peoples (UNDRIP) in those jurisdictions that have signed the Declaration, and elsewhere in accordance with the Declaration’s principles.

- Working to respect and support the dignity, wellbeing and human rights of our employees, their families, and the communities in which we live, as well as others affected by our operations. Our Human Rights framework is in line with our commitments under the OECD Guidelines for Multinational Enterprises and reflects the UN Guiding Principles on Business and Human Rights.

To achieve this we:

- Assemble and maintain a “fit for purpose” social and economic knowledge base to inform CSP planning and decision making.
- Implement mutually acceptable consultation and engagement procedures that are transparent, inclusive and culturally appropriate.
- Strive to understand and manage social impacts, risks and opportunities.
- Develop and execute CSP plans that reflect the concerns and priorities of both local communities and our business.
- Ensure CSP plans address legal and regulatory requirements as well as commitments made to communities and shareholders.
- Enter into community and land access agreements that are mutually beneficial. Our community agreements contain mutual obligations that are enforceable and auditable.
- Establish local targets and performance indicators on the basis of our social and economic knowledge base, informed analysis and community engagement.
- Establish a complaints, disputes and grievance process that local communities can understand and access easily, so as to resolve complaints and disputes proactively before they escalate into grievances.
- Where required, establish and implement community compensation procedures consistent with established good practice.
- Use the LOMGroup Communities competencies to build and develop fit-for-purpose Communities capability.
- Provide all employees and contractors with an understanding of the business’s community context and commitments via induction and awareness sessions.
- Provide annual, locally appropriate reporting to host communities of our businesses social, environmental, sustainable development and other relevant information.