

Stakeholder Engagement

Stakeholder group	Engagement and communication platforms	Frequency	Topics raised include:
Customers	Operational and commercial meetings, presentations and negotiations, surveys, site visits, company activities, customer service hotlines, social media, company websites and feedback channels, telephone and email contact	Ongoing basis	Reliability of products and services Competitive pricing for products and services Sustainable and integrated energy, water and waste solutions Innovation and development of new products and services
Employees	Employee communication sessions, workshops, seminars and training sessions, employee appraisal sessions, employee committees, social events and activities, newsletters, intranet and email contact	Quarterly, ongoing basis	Talent engagement Change management Benefits design Health and safety
Financial institutions	Results briefings, presentations and meetings, news releases, stock exchange announcements, company websites, investor relations microsite, telephone and email contact	Quarterly, annually, ongoing basis	Company performance, growth and value creation Environmental, social and corporate governance
Governments and regulators	Briefings, presentations, committees, conferences, forums, roundtable and panel discussions, seminars and workshops, site visits, telephone and email contact	Ongoing basis	Solutions to meet the needs of industries and the community Regulatory compliance Skills transfer and community contributions Health and safety
Shareholders and the investment community Shareholders	Results briefings, presentations and meetings, news releases, stock exchange announcements, company websites, investor relations microsite, telephone and email contact	Quarterly annually, ongoing basis	Company performance, growth and value creation Governance, ethical business practices and regulatory compliance

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Local community	Participation and collaboration in community projects, community activities, company websites, telephone and email contact	Ongoing basis	Community needs Social and environmental impact
Contractors, suppliers, trade unions and industry partners	Review and co-ordination meetings, briefings, presentations and negotiations, committees, conferences, forums, round table and panel discussions, seminars and workshops, site visits, telephone and email contact	Ongoing basis	Safety and regulatory compliance Company's long-term viability