



ACACIA MINE OPERATION GOKIRMAK COPPER MINE

Stakeholder Engagement Strategy 2017

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Prepared By

**Environment & Social
Department, SRM Consultant**



**Social
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Management**

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Institutional Stakeholder Engagement Strategy of Acacia Mine Operations

Institutional Stakeholder Engagement Strategy ensures identification of stakeholders in all investments of Acacia Mine Operations and establishment of relations with stakeholders on transparent, participatory and inclusive basis. This Strategy was developed for the purpose of offering guidelines for the Project Management Department to engage the stakeholders in the project management process.

Setting out with the principle of “sensitive, responsible and respectful Mining” Acacia Mine Operations gives priority to the stakeholder engagement in order to achieve its objectives. Acacia Mine Operations applies the following principles in its relationships with stakeholders.

- To work by adding value to human beings, and valuing them.
- To establish a human resource who create added value, are happy and committed.
- To support sincere, honest relations and support transparent communication.
- To act as a model of innovation and leadership and support our staff.
- To distinguish our company from others by our speedy, outcome-based and flexible approach.
- To train staff who improve their qualifications for the sustainability of our targets and future.
- To protect environment and natural resources with our environmentally-friendly approach.

Acacia Mine Operations prepared its Stakeholder Engagement Strategy on the basis of the standards accepted by international organizations. In this context, Acacia Mine Operations undertakes to comply with the requirements set out in the IFC Performance Criteria, Equator Principles, EBRD Performance Requirements and Compact in respect to the stakeholder engagement.

The institutional strategy of Acacia Mine Operations, summarized above ensures the engagement of all project affected stakeholders, or interested stakeholders, starting from the preliminary stage up to the operations and closing processes. Stakeholder Engagement Strategy is a mechanism where the opinions and concerns of all stakeholders are shared. This strategy is supposed to present stakeholders with project-specific activities to be created to relieve the concerns of the stakeholders and to contribute to the lives of the stakeholders.

Stakeholder Engagement Plan

Acacia Mine Operations’ Stakeholder Engagement Corporate Strategy not only defines project-specific stakeholders of Acacia Mine Operations and make stakeholder analysis; but also defines the level and method of sharing to be carried out with each stakeholder. Stakeholder Engagement Plan is a living document. This document is updated in accordance with the needs and monitoring and evaluation indicators of each project. With Stakeholder Engagement Strategy, Acacia Mine Operations provides an opportunity for all its stakeholders to participate in the project process and to express their opinions and suggestions/demands.

Thus, thanks to the Stakeholder Engagement Strategy, Acacia Mine Operations guarantees an engagement process which is transparent and accessible for everyone.

For each investment, Acacia Mine Operations,

- Identifies all stakeholders of the project; overviews stakeholders of all levels, including the local people, public administrations, national and international stakeholders.

- Plans the management of the relations with the stakeholders, impact of the stakeholder engagement on the project, tools and frequency of the communication to be performed with the stakeholders.
- Performs locally active stakeholder communication so that the negative impacts on project affected communities can be minimized and the benefits local communities get from the project can be maximized.
- Records the grievances of the stakeholders and provides responses to the concerned stakeholder as soon as possible.
- Develops methods to ensure the access of the vulnerable groups in particular to the project.
- Follows a culturally-tailored manner and method in all communications.
- Uses different communication channels and offers the opportunities of engagement for stakeholders for the purpose of ensuring active engagement in the project processes.
- Offers the opportunity to other groups affected from the project, non-governmental organizations in particular, to express their opinions on the proposed actions throughout the project life.
- Prepares Special Engagement Plan for each project as the scope and requirements show variety for different projects; identified the detailed action plan and ensure that the procedures are followed and reported.

In this process, Acacia Mine Operations pays particular attention to:

- The development of the necessary tools required for the transfer of correct knowledge to stakeholders and disadvantaged groups in particular,
- Inform all stakeholders to be aware of the right to information and channels of communication.
- Make Public Relations teams to be easily accessible to everyone,
- Guarantee uninterrupted communication with all stakeholders and local people in particular,
- Answer the information requests from stakeholders as soon as possible,
- Record, evaluate and report communication activities carried out with the stakeholders.

Participation Methods and Tools

Communication with the stakeholders is highly important. Therefore, Acacia Mine Operations determines the convenient ways for communication with its stakeholders for each project. Relations with Public administrations are mostly office calls and/or correspondences. Basic communication with local stakeholders is ensured through information meetings and site visits. In addition, project documents are shared with stakeholders during these meetings. The relations with all stakeholders are particularly based on the following principles:

- All written and oral communication with the stakeholders should be prepared in an understandable language for all stakeholders.
- Easy access to written information is ensured,
- Up-to-date information is provided to the public about the project,
- The grievance and request mechanisms to be used by the stakeholders work smoothly.

Each member of Acacia Mine Operations family should behave in line with the behavior guidelines and stakeholder communication approach given below:

On the project site, each member of Acacia Mine Operations family:

- Protects ethical values: knows that s/he works for the company and the project benefit. Knows that this does not prevent him/her from being sincere and just towards the stakeholders.

- Protects the company, the project benefit and the rights of the people and works to ensure a healthy balance. Is loyal to participation principle while taking decisions, transparency principle while sharing information and justice in all activities s/he carries out.

While taking decisions:

- Works to take the best decisions for the project in an equalitarian manner; and does not make any discrimination based on religion, language, gender and race.
- Does not allow personal beliefs and choices to create conflicts that could damage the project in their relationships with internal and external stakeholders. Knows that the decisions s/he takes could cause to conflict of interest, and protects all delicate balances. Consults internal and external stakeholders to take the best decisions, and aims to make all stakeholders adopt the decisions s/he takes.
- Avoids finding daily solutions and aims to take decisions that will produce the best result in the long-term.
- Is aware of the fact that the stakeholders are culturally, socially and economically affected from the project. Strengthens positive effects and make them visible, and aims to transform possible negative effects into positive.

In in-company works:

- Shares information with project management and other relevant units not in an anonymous and daily manner but systematically on a regular basis.
- Participates in activities required to share his/her experience with internal stakeholders and to increase common effort and competence and acts in line with the common goals of these activities.
- Discusses his/her findings, ideas and aims with internal stakeholders, and looks for a common language while expressing himself/herself to colleagues working in different professional disciplines and having different points of views.
- Cooperates with relevant colleagues in situations which necessitates taking responsibility and stating his/her opinion, apart from his/her job description, and stands firm on his/her attitude as a compatible and respectful colleague.

While taking action:

- Is aware of the fact that s/he cannot respond positive to all demands on the site. Rejects the demands in a proper manner when necessary. Knows that the important point is not to leave the person who demands without an answer and makes the necessary explanation in such cases.
- Is aware of the fact that contractor is only on the site for a certain period of time and that all negativities experienced during this period will affect Acacia Mine Operations in the long-term. Therefore, s/he follows the contractor closely and regularly. Sets up the necessary reporting and information organization and manages it properly.
- Is aware of the fact that s/he takes an important responsibility for the project and works to do his/her job in the best possible way.

During communications with the stakeholders:

- Implements project-specific communication plans, in which all the stakeholders that the project affects and those which will affect the project are identified and the relationships with those stakeholders are defined, and develops these plans based on the needs.
- Based on the phases of the project, s/he ensures that all relevant stakeholders are informed about the project through proper tools. Moves according to the social and cultural structure of the area in its communication with the people on site.
- Is a good listener; prioritizes understanding the person speaking, and during speaking with anyone, makes sure that the person feels that their ideas are listened and given importance. Gives confidence to the stakeholders: pays attention to his/her body language, physical outlook, tone of his/her voice and way of his/her expression.
- Is aware that s/he is a representative of the company and the project in the eye of stakeholders. Pays attention to expressing himself/herself correctly, and prefers to speak in comprehensible and clear expressions.
- Follows its stakeholders closely, goes beyond those people who are prominent or so-called representatives and aims to embrace all stakeholders by building one-to-one relations with them
- With his/her accessible, compromising and consistent attitude, carries out the meetings as often as required.
- Communicates well with the stakeholders. Pays the necessary attention for stakeholders to correctly understand the activities s/he carries out. Does not have any prejudices against any person or condition; does not judge, understands differences, respects them and shows this respect. Refrains from any expression and behavior that could hurt feelings or personalities.

Stakeholder Engagement Responsibilities of Public Relations Team

The responsibilities of the Public Relations Team are:

- To ensure the protection of natural, cultural and social environment.
- To work to create positive values in our interactions with the society,
- To protect the benefits of the employees and the public and to protect their rights,
- To contribute to the economy of the area, region and the country,
- To be respectful, just, transparent, constructive and participatory in all our works,
- To create new work areas for the local people,
- To create education, development and infrastructure projects,
- To support the quality of life and social life,
- To create environmental, economic and social development in the impact area of the project,
- To sustain the responsive-responsible-respectful mining objective,

Apart from all stated, the Public Relations Team creates the basis of the relationships with the stakeholders in the project. Public Relations Team which is appointed particularly for each project and which carries out the communication with the stakeholders adapts its structure in line with the project requirements.

Acacia Mine Operations aims to be accessible to all its stakeholders. And it particularly organizes its grievance and request mechanisms in line with this objective. Grievance and request mechanisms to be designed for each project will be accessible to both internal and external stakeholders. Although grievance and request mechanisms will be designed specifically for each project, the mechanism is based on the Acacia Mine Operations Stakeholder Engagement Strategy. In this context, the access of the settlements, which are affected from the projects, to the grievance and request mechanisms are prioritized.

Particularly, the Public Relations Unit is responsible from collecting and recording the complaints from local stakeholders. All written and oral grievances are recorded to Grievance Registration Forms, summarized in monthly social progress reports and are kept in digital medium for 5 years.