

# Community and Stakeholder Engagement Policy

## Our commitment

AMH Civil leadership are committed to the management and operation of the business in a way that:

- Actively engages with stakeholders
- Positively benefits the community
- Mitigates disruption and negative impacts to community and stakeholders as far as reasonably practicable

## Policy in practice

AMH Civil leadership will implement the above through:

- Identify and categorize stakeholders to analyse the risks and impacts potentially incurred by planned works or activities
- Consult with clients to understand and respect their stakeholder and community assessment impacts and engagement plans for works and activities
- Anticipate, identify and prioritize risks from stakeholder engagement at project planning phase
- Prepare a responding plan and handle stakeholder dialogue constructively where impacts are identified
- Closely communicate and persistently build understanding with stakeholders in order to gain correct perception and lead to good relationship with and trust from stakeholders by adopting particular communication strategies, methods, formats, and procedures suitable to each group of stakeholders, situation, duration, and local culture.
- Disclose information accurately, explicitly, transparently, and comprehensively to assure that the stakeholders received sufficient, consistent, and timely information.
- Encourage stakeholders/community to participate in matters that affect them; provide channels for receiving suggestions, problems, and complaints from stakeholders; give priority; welcome opinion and exchange views constructively in order to perceive ideas, expectations, and needs of stakeholders.
- Systematically monitor and evaluate the overall quality of the stakeholder/community engagement in order to strive to continually improve stakeholder engagement, develop an action plan, ensure collaboration among different parts of stakeholders/community, follow the engagement process, and inform stakeholders/community of the outcome.

A handwritten signature in black ink, appearing to read 'JM' or 'Joseph Mansell'.

Joseph Mansell

General Manager / Director

AMH Civil