



Procedure 9.05 – Stakeholder Management

1. Application

This Procedure applies to NQBP Personnel.

2. Policy

Under Policy 9 – Stakeholder Engagement and Corporate Communications, all directors, employees and contractors of NQBP have an obligation to consult with External Affairs at the inception of all projects and business activities requiring media contact, social media interaction, public relations, marketing, graphic design, community consultation, photography, video production and external websites.

NQBP’s approach is to build trust with our internal and external stakeholders by communicating consistently, openly and honestly. NQBP seeks to establish relationships built on this trust, respect and mutual commitment. Our aim is for stakeholders to have no surprises in their dealings with us.

Only NQBP employees and contractors with clear corporate responsibility for engaging with community, government, and other external stakeholders are authorised to represent the Corporation. This applies to directors, employees and contractors from all NQBP sites.

Processes and Accountabilities

The CEO will:

- Approve the Stakeholder Management Framework and Annual Plan

The Director, Sustainability and External Relations will:

- Approve key messages as required to support the Framework and approve project specific plans, consistent with the Framework.
- Conduct quarterly reviews of progress against the Annual Plan and report on these to the Executive Committee.

Senior Manager External Affairs will:

- Ensure the Framework is reviewed annually and an annual plan prepared consistent with the Framework.
- Prepare relevant project specific plans, including key messages and relevant stakeholder mapping where it differs from the Framework
- Prepare for the quarterly reviews of the annual plan
- Liaise with the Shareholding Ministers office in a timely fashion as appropriate, on any issues which have or may result in publicity/media coverage as a result of activism or public protests which may impact the Shareholders.

All personnel will:

- Ensure all communications material and collateral are produced consistent with the Corporate Identity Procedure and are approved by Senior Manager External Affairs prior to use

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Procedure 9.02 – Stakeholder Management

- All materials, including answers to likely questions, to be drawn from approved key messages
- All messaging, slides, web copy, likely questions and answers must be pre-approved by the External Affairs team.
- Give the External Affairs team adequate notice of any communication which has the potential to be presented to any stakeholders outside of NQBP
- Keep Senior Manager External Affairs informed of emerging or potential issues which may attract media or stakeholder attention
- Ensure that all interactions include at least two NQBP personnel, to ensure accurate notes of any actions are taken and communicated
 - No interaction should take place with a stakeholder not identified in the annual plan without the prior approval of the Director, Sustainability and External Relations
 - Copies of notes from each meeting should be circulated to at least the stakeholder owner, as identified in the annual plan and the External Affairs team
- Before interaction takes place with any Local, State, or Federal Government, whether it is via agencies or politically, a member of the External Affairs team must be contacted and pre-briefed.
 - The only exception to this is routine discussions with local (e.g. Mackay) based agency staff.
 - Anything which is likely to require escalation to a State or Federal level must be discussed.

3. Stakeholder Engagement and Corporate Communications Policy, Procedure, Standard and Legislative Framework

NQBP is a Government Owned Corporation and a port authority and is required to comply with its own policies, prescribed applicable legislation and State Government policies and procedures.

This procedure should be read in conjunction with:

- a. Policy 9 - Stakeholder Engagement and Corporate Communications
- b. Procedure 9.01 – Sponsorships and Donations
- c. Procedure 9.02 – Complaint Handling
- d. Procedure 9.03 – Media enquiries
- e. Procedure 9.04 – Corporate Identity
- f. Standards – AA1000 Stakeholder Engagement Standard
- g. NQBP Stakeholder Management Framework
- h. NQBP Annual Stakeholder Management Plan

4. Procedure Review Date

This procedure should be reviewed by 30 June 2018.

5. Definitions

Contractors: means contractors or consultants engaged by NQBP under a personal services consultancy agreement or other similar arrangements.

NQBP: means North Queensland Bulk Ports Corporation Limited ACN 136 880 128.

NQBP Employee: means employees and Contractors of NQBP but does not include NQBP directors.

NQBP Personnel: means NQBP officers (for example NQBP directors) and NQBP Employees.

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