

Community Engagement Policy

WSN Environmental Solutions is committed to proactive engagement with all of our stakeholders. We know that strong stakeholder relationships are integral to being a good corporate citizen and to being a sustainable business.

WSN Environmental Solutions' Community Engagement Policy outlines how we seek to interact with our local communities and other stakeholders. It also outlines our program of community engagement initiatives that we will continually improve upon in order to build stronger relationships with our local communities, local Councils, our regulators and state government agencies. This Policy supersedes the Waste Service NSW 'Charter on Community Consultation'.

Objectives

The objectives of our community engagement program are:

- To earn the trust of our local communities and other stakeholders by the way we do business and the way we engage with our stakeholders.
- To pro-actively and regularly inform stakeholders about the performance of our facilities, future developments and our business direction.
- To understand what is important to our stakeholders and to take this into account in all aspects of our business.
- To establish a range of mechanisms that facilitate community awareness of our operations, access to information about our business and opportunities for stakeholders to provide advice on various aspects of our business.

Our commitment to community engagement

- We treat our local communities, customers, regulators, local and state government agencies and other stakeholders as key partners.
- We recognise that, while providing an essential public service, our business has impacts on local communities and other stakeholders.
- We engage in open and honest dialogue with our stakeholders.
- The value of community engagement is recognised at every level in WSN Environmental Solutions, including our senior management and Board.

Delivering on our commitment

We know that to really make a difference to our stakeholders we need to listen to their views and take steps to address their concerns. We will always seek solutions to address issues raised by our stakeholders. Where possible we will modify how we operate to minimise any adverse impacts experienced by our neighbours or other stakeholders.

We will implement community engagement initiatives at both the corporate level and the operational level. Site-related initiatives will be appropriate for each facility considering the type of operations and associated issues. We will provide adequate resources to run an effective community engagement program.

Our community engagement initiatives include:

- Site-related local community advisory committees in those local communities where interest exists.
- A Sustainability Reference Group providing strategic advice on our social and environmental sustainability direction.
- Developing and implementing Good Neighbour Agreements between operational facilities and local communities.
- A range of easily accessible information about our organisation and operations – web site, newsletters, fact sheets etc.
- A 24-hour freecall community feedback line: 1800 062 086.
- Corporate citizenship activities such as local sponsorships.
- Personalised contact between community members and WSN Environmental Solutions staff.

We will regularly seek feedback from stakeholders on our community engagement efforts and monitor international and Australian best practice public participation to ensure that WSN Environmental Solutions is a leader in the field.

Ken Kanofski

Chief Executive Officer

Graham Cook

Chairman

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