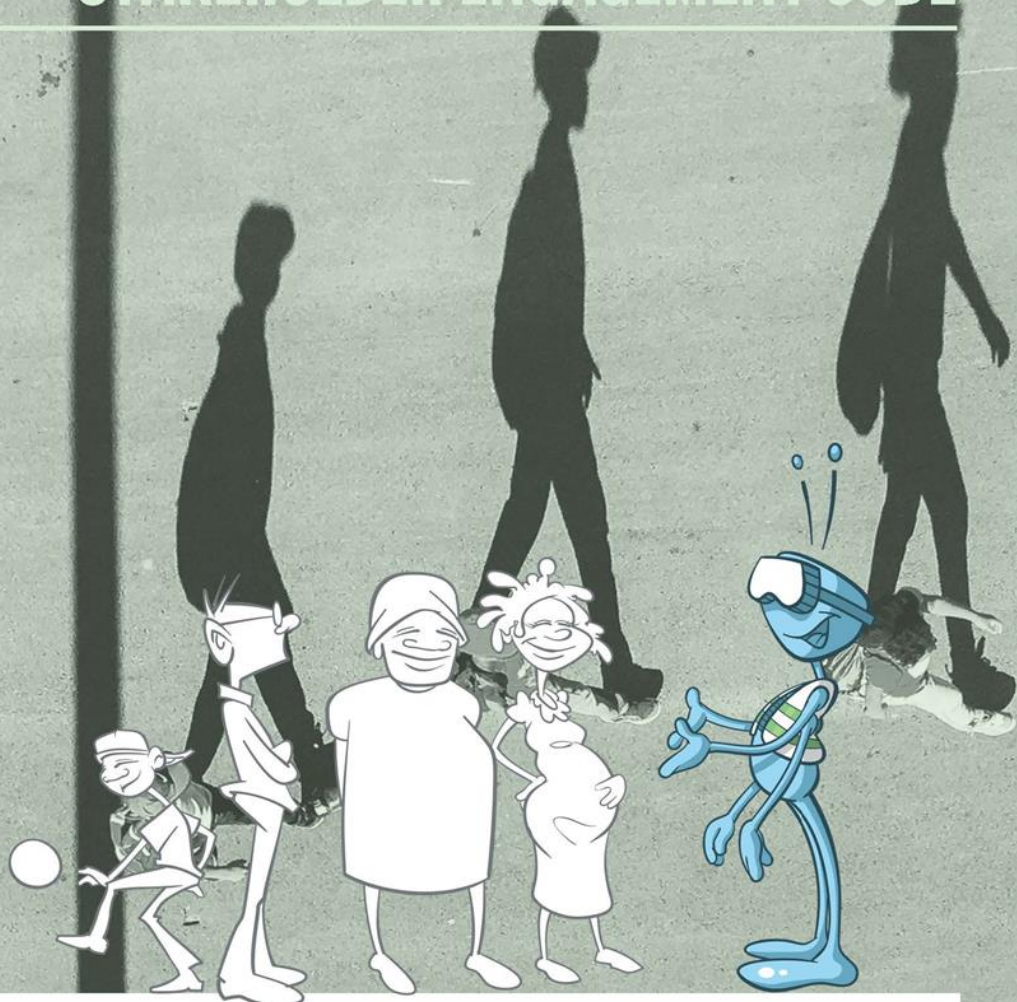


STAKEHOLDER ENGAGEMENT CODE



The Responsible Care® signatory shall maintain active channels of communication with employees, the public and other relevant stakeholders to ensure effective consultation processes.

1.0 INTRODUCTION

This Code has been developed in support of the Responsible Care[®] Declaration as a commitment to actively strengthen Responsible Care[®] wherever signatories manufacture and sell products and/or services. The management system applied in this document is founded on the concept of Plan-Do-Check-Act (PDCA).

Implementing the Responsible Care[®] Initiative is an iterative practice that will never be complete. It will continually be improved with the addition of new information, new technology, new expectations, and a constant reassessment of performance and objectives. The Responsible Care[®] Initiative's goals include:

- Improved practices and procedures.
- Reliable communication and dialogue.

Engaging stakeholders, understanding and responding to their concerns, as well as communicating openly on performance is crucial for continuity and sustainability of the business. The Stakeholder Engagement Code is not intended to replace any national or international standards or programmes, but to complement them. Furthermore, it shall provide guidance in facilitating public participation in safety, health and environment (SHE) governance and to build trust and promote a positive company and industry image amongst stakeholders, through:

- The initiation and maintenance of outreach programmes for stakeholders designed to promote knowledge. This would entail providing readily accessible mechanisms for consultation to effectively communicate relevant, simplified and useful non-confidential information on processes, products and associated waste streams. Signatories required to do so include those who manufacture, process, handle, use, distribute or store hazardous materials.
- The establishment of inclusive, open, ongoing dialogue and win-win partnerships to develop mutual understanding by signatories and their stakeholders of their respective rights, responsibilities, concerns, needs, resources and mutual benefits.
- The initiation of measures aimed at enhancing and promoting the confidence of the community, employees and other people on site, through their awareness of the hazards and associated risks of company operations which could have an impact on them. Also, through their awareness that the necessary precautions are taken to minimise risk to themselves and the environment in accordance with the Responsible Care[®] Emergency Response Code.
- The promotion of the practical implementation of a principled approach to public participation in decision-making processes.
- Management accountability for stakeholder engagement performance against specified goals for continual improvement and for public participation processes.

The implementation of this Code involves establishing active channels of communication with relevant stakeholders. In addition, setting management plans and objectives for stakeholder consultation processes. In doing so, companies can achieve the prerequisite stakeholder awareness and knowledge necessary for informed participation in SHE governance, as well as developing a company approach to public participation processes.

2.0 SCOPE

The scope of this Code is to facilitate transparency and public participation in SHE governance, and to build trust and promote a positive signatory and industry image amongst stakeholders. The Code shall provide guidance to:

- Assure that signatory facilities/sites that manufacture, process, use, distribute, store or dispose chemicals and other hazardous materials initiate and maintain a stakeholder engagement programme to openly communicate relevant, useful information responsive to the public's questions and concerns about SHE matters.
- Help protect employees and communities by assuring that each facility/site has openly communicated the applicable protocols.

This Code shall guide signatories to communicate programme activities and performance including, but not limited to, environmental matters, health effects of chemicals, corporate social responsibilities and efforts to ensure the safe storage and transportation of chemicals.

This Code shall cover the following stakeholders:

- Internal stakeholders
 - Board members.
 - Employees.
 - Contractors.
- External stakeholders:
 - Communities
 - NGOs.
 - Neighbouring companies.
 - Industry fora, etc.
 - Suppliers.
 - Customers.
 - Authorities.
 - Shareholders & investors.
 - National and international organisations.

3.0 TERMS AND DEFINITIONS

3.1 Stakeholder

A signatory's stakeholders shall mean parties that are interested in and/or affected by that signatory's activities across the value chain. Stakeholders groups are listed under section 2.0.

3.2 Responsible Care[®] Signatory

A CAIA member that has signed the Responsible Care[®] Declaration.

3.3 Views and Recommendations

These include concerns, complaints, compliments, issues and other forms of feedback.

4.0 RELATIONSHIP TO RESPONSIBLE CARE[®] GUIDING PRINCIPLES

Implementation of this Code promotes achievement of the Responsible Care[®] Guiding Principles.

5.0 RELATIONSHIP TO OTHER CODES OF MANAGEMENT PRACTICE

This Code should be implemented in conjunction with other relevant Codes of Management Practice (CMP).

This Code currently interacts with nine other Responsible Care[®] CMP in many respects. It is not intended to duplicate requirements of the other codes and has therefore been written to cover only aspects not covered by the other Responsible Care[®] CMP.

The other nine CMP are:

1. Management Commitment
2. Process Safety
3. Product Stewardship
4. Storage and Transportation
5. Pollution Prevention
6. Resource Efficiency
7. Occupational Health and Safety
8. Emergency Response
9. Security

6.0 RELATIONSHIP TO AUDIT GUIDANCE DOCUMENT

This Code is supported by an Audit Guidance Document (AGD) which provides more detail on the implementation of this standard.

7.0 MANAGING A STAKEHOLDER ENGAGEMENT PROGRAMME

Every Responsible Care[®] Signatory shall have an ongoing Stakeholder Engagement Programme, which shall include the following stakeholders relevant to its operations and should develop a formal company approach to stakeholder engagement in decision-making:

- Internal stakeholders
 - Board members.
 - Employees.
 - Contractors.
- External stakeholders:
 - Communities
 - NGOs.
 - Neighbouring companies.
 - Industry fora, etc.
 - Suppliers.
 - Customers.
 - Authorities.
 - Shareholders & investors.
 - National and international organisations.

The signatory shall identify relevant national and international legal and other requirements pertaining to the information to be made available to relevant stakeholders.

7.1 Internal Stakeholders

Every Responsible Care[®] signatory shall:

- 7.1.1 Have an ongoing assessment of relevant employees' views and recommendations about the organisation's Stakeholder Engagement Programme to ensure that they can be effective participants in the programme.
- 7.1.2 Have communications training for key employees who communicate with stakeholders regarding SHE issues.
- 7.1.3 Have effective training of employees and contractors on the facility's emergency response plan and SHE programmes.
- 7.1.4 Establish a process in order to respond to internal stakeholder views and consider them in the Stakeholder Engagement Programme.
- 7.1.5 Regularly evaluate the effectiveness of the internal stakeholder communications programme. Desired outcomes, expected results and specific objectives must be defined before planning all engagement activities.
- 7.1.6 Track and record, where applicable, internal stakeholder communications activities related to this Code.

7.2 External Stakeholders

Every Responsible Care[®] signatory shall:

- 7.2.1 Have an assessment process of external stakeholder views and recommendations relating to the organisation, at defined intervals.
- 7.2.2 Take into consideration the external stakeholders' concerns and interests.
- 7.2.3 Put into place an engagement programme to educate relevant external stakeholders about the facility's emergency response programme and risks associated with the facility/site.
- 7.2.4 Have a continuing dialogue with external stakeholders to respond to views and recommendations about SHE, including any other related issues such as sustainability.
- 7.2.5 Ensure that a principle of openness prevails regarding operations, products and any endeavours taken to protect the health and well-being of all stakeholders.
- 7.2.6 Regularly evaluate the effectiveness of the ongoing stakeholder engagement efforts.
- 7.2.7 Ensure that the conduct and ethics of suppliers is clearly defined and implemented.
- 7.2.8 Ensure that technical and product information and training is provided to relevant stakeholders.
- 7.2.9 Provide applicable, transparent performance information to relevant stakeholders.
- 7.2.10 Participate in policy and regulatory development in areas affecting chemicals management across the value chain.
- 7.2.11 Ensure that technical and product information and training is provided to relevant stakeholders.
- 7.2.12 Provide applicable, transparent performance information to relevant stakeholders.
- 7.2.13 Participate in policy and regulatory development in areas affecting chemicals management across the value chain.

DOCUMENT AMENDMENT HISTORY

Rev	Date	Page	Description
01	June 2020	All	New format and content