



To: Communication Working Group members
From: Rahul Ray
Date: March 11, 2020
Re: Final Communication Working Group meeting summary

The Rio Tinto Water Engagement Initiative (WEI) Communication Working Group held their second teleconference on Thursday, March 5, 2020 from 3:30 pm to 4:30 pm

Participants included: Gina Layte-Liston (City of Prince George), Cyndi Lauze (District of Vanderhoof), Danielle DeKay (Rio Tinto), and Rahul Ray (Facilitator).

The agenda for the meeting was:

- Introductions
- Review of last meeting
- Review and refinement of the issue tables
- Next steps

Much of the meeting was spent refining the issues tables listed in the remainder of this summary.

As an overall comment, a participant said, Rio Tinto communication should:

- Be collaborative. Not out of obligation or what they are required to do, but as a true partnership.
- Be early. When Rio Tinto is aware that an issue could be building, alert those that may be affected.
- Build on the local knowledge that exists in communities.



Water Engagement Initiative Rio Tinto communication improvements

Communication Working Group concepts identified to date

Category	Communication
Issue/interest	<ul style="list-style-type: none"> • Emergency communication: In extraordinary cases, where emergency events related to Rio Tinto Nechako operations are expected to occur, Rio Tinto should use enhanced tools to communicate events with potentially affected parties e.g. issue a special bulletin and use a variety of communication channels. Timely information is critical to avoid effects on people and reduce misinformation and speculation.
Source	WEI Communication Working Group meeting, October 29, 2019
Current Rio Tinto approach	<p>Rio Tinto currently uses the following tools to share information:</p> <ul style="list-style-type: none"> • Weekly flow facts which currently list the flow information for the Nechako River • Direct mailing • Newspaper ads in Vanderhoof • Direct communication with District of Vanderhoof (DOV) representatives
March 5, 2020 Communication Working Group discussion	<ul style="list-style-type: none"> • Rio Tinto has experience developing the dam emergency plan. One of the communication tools used is “one call/text”. This approach is used so identified individuals receive timely communication. • Comment that a similar system should be developed for flooding events. Early communication is important and use of a one-call system would be beneficial. Individuals on the one-call system should be the Mayor,

	<p>Chief Administration Officer, emergency officials, and likely others. This system could be applied across the Nechako region.</p>	
<p>Proposed improvements/areas to explore</p>	<p>Rio Tinto to initiate a Flood Emergency Plan (FEP). The FEP will:</p> <ul style="list-style-type: none"> • Include a description of the emergency communication mechanisms to be used and the timing of this communication. Where possible communication will build on existing communication networks (e.g. RDBN system) including social media, telephone calls, community postings, text messages and/or emails. • identify the Rio Tinto emergency coordination representative. • Outline the system to be used to keep Rio Tinto contact information current. • Outline a system to keep community contact information current (e.g. annual updates). • The plan will outline efforts to support greater collaboration on emergency planning between Rio Tinto and affected communities. Currently, Rio Tinto has their plans and other municipalities and regional districts have theirs. Better integration will enable participants to understand the scenarios being modelled so they can develop corresponding actions. 	<p>Rio Tinto communications lead (Danielle)</p>
<p>Implementation timeframe</p>		

Category	Communication	
Issue/interest	<ul style="list-style-type: none"> • Operational communication efficiency: There is a need for increased familiarity between Rio Tinto team members and representatives from municipalities, regional districts, and Indigenous communities that have roles that interact with Rio Tinto operations (e.g. planners, engineers). 	
Source	WEI Communication Working Group meeting, October 29, 2019	
Current Rio Tinto approach	Rio Tinto currently holds face-to-face meetings with a range of groups on an annual basis, including the City of Prince George; District of Vanderhoof; Emergency Management BC; Ministry of Forests, Lands, Natural Resource Operations, and Rural Development; and numerous Indigenous communities.	
March 5, 2020 Communication Working Group discussion	<ul style="list-style-type: none"> • Rio Tinto and City of Prince George representatives will be meeting in the coming weeks. They will be discussing a range of topics and learning more about each other’s organizations. They will discuss communication interests and build the framework for moving forward. • Gina will report progress to the Main Table. • Cyndi stated that the DOV has twice-monthly meetings with Rio Tinto. They are comfortable that they can raise various topics as needed. 	
Proposed improvements/areas to explore	Rio Tinto to formalize and where needed, expand the list of municipal, regional district, and Indigenous communities to meet with on a defined basis to discuss Rio Tinto operations.	<p>Proposed lead: Rio Tinto communications lead (Danielle)</p> <p>Municipal, regional district, and Indigenous governments to confirm desired meeting frequency and interest areas.</p>

	Apply understanding of desired communication gained through meeting with City of Prince George to other communities in the region as appropriate.	
Implementation timeframe		

Category	Communication
Issue/interest	<ul style="list-style-type: none"> • Communication efficiency: There is a need for a better understanding who to contact within Rio Tinto for various topics.
Source	WEI Communication Working Group meeting, October 29, 2019
Current Rio Tinto approach	<p>Justus Benckhuysen is the Rio Tinto Nechako Operations Director. He is the point-person for Rio Tinto activities, and can facilitate communication with the appropriate person within Rio Tinto if needed.</p> <p>Email: justus.benckhuysen@riotinto.com. Office: 1 (250) 639-8904. Mobile : 1 (250) 567 0351.</p> <p>Justus is available to participate in Emergency Operations Centre (EOC) activities.</p>
March 5, 2020 Communication Working Group discussion	<ul style="list-style-type: none"> • Comment that the current system of calling Justus, Danielle, or Andrew works. They direct questions to the correct place. Cyndi suggested that there is open access to Rio Tinto people. • The City of Prince George has their contact information listed digitally. • Suggestion that Rio Tinto should ensure the contact list is available broadly. • The Rio Tinto contact list should be updated every 6-months or as personnel change.
Proposed improvements/areas to explore	<ul style="list-style-type: none"> • Make information about Rio Tinto contacts broadly available. This should be digital and posted in various locations. • The information should be updated as personnel change
Implementation timeframe	Short-term

Category	Communication	
Issue/interest	<ul style="list-style-type: none"> Flow Facts is an effective tool, but it needs to be refined. 	
Source	WEI Communication Working Group meeting, October 29, 2019	
Current Rio Tinto approach	Rio Tinto currently issues Flow Facts on a weekly basis during the months of	
March 5, 2020 Communication Working Group discussion	<ul style="list-style-type: none"> Flow Facts provides some useful information, but it is mostly backwards looking, sharing information about what has happened. There is a need for forward-looking information so people can plan ahead to avoid surprises. 	
Proposed improvements/areas to explore	Refine Flow Facts to describe implications of specific flow levels in approachable terms	Danielle
	Refine Flow Facts to include forward-looking information, e.g. STMP, known changes	Danielle
	Increase awareness and usership of Flow Facts	Rio Tinto representatives
Implementation timeframe		

Category	Communication	
Issue/interest	In the case of an emergency, we would like engagement to mean being part of the decision-making process rather than being told of the decisions after the fact.	
Source	WEI Communication Working Group meeting, October 29, 2019	
Current Rio Tinto approach		
Proposed improvements/areas to explore	To be discussed by the Communication Working Group	Communication Working Group to provide further detail.
Implementation timeframe		

Category	Communication	
Issue/interest	<ul style="list-style-type: none"> • Seeking a tool to understand the expected river flow changes linked to Rio Tinto operations 	
Source	WEI Communication Working Group meeting, October 29, 2019	
Current Rio Tinto approach	<ul style="list-style-type: none"> • Flow Facts • Meetings 	
Proposed improvements/areas to explore	Rio Tinto to produce a calendar identifying expected flow phases (e.g. start of Summer Temperature Management Program(STMP), end of STMP)	<i>Rio Tinto</i>
Implementation timeframe		