
COMMUNITY ENGAGEMENT CHARTER

Our commitment

Aurizon recognises that engaging with our communities is an integral part in carrying out our business. Community engagement is taken with genuine and honest intent and reflects the Aurizon values and Code of Conduct.

We aim to responsibly consider the community in our actions and decisions. We consider ourselves part of local communities where we operate in the long term. Our community engagement approach is built on five key philosophies.

- **Safety** of our communities is our number one priority.
- We aim to **build sustainable long-term positive relationships** between Aurizon and our community stakeholders.
- We aim to **establish an ongoing dialogue** with community stakeholders to improve our performance.
- We uphold our corporate citizenship and with respect to legislative and regulatory obligations.
- We **build sustainable legacies and add value** in the communities where we live and work, in line with our community investment priority areas and guidelines.

FEEDBACK MANAGEMENT

We recognise that an important part of engaging with our communities is how we listen to community feedback and respond to these concerns.

We monitor community concerns about our operations to understand our impact and how we can improve or better communicate the regulatory and safety requirements of our business.

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