

Background

While we strive to minimize disturbance to our neighbours, TransAlta recognizes that our diverse operations can affect external stakeholders from time to time.

Our Commitment

TransAlta is committed to ensuring that concerns or complaints identified by stakeholders are addressed in a timely and professional manner.

Our Process

The process is as follows:

- **Step 1:** Stakeholder communications are received through Coal and Mining's Stakeholder Hotline (1-877-636-7822); direct call or e-mail. These communication lines are monitored for stakeholder concerns.
- **Step 2:** For concerns that are not urgent in nature, a member of the Communications/Stakeholder Relations team will respond within one to two business days. Stakeholder Relations responds and informs the stakeholder of the actions that will be taken to resolve the concern.
- **Step 3:** Stakeholder Relations will coordinate with internal departments for assistance to resolve the issue and communicate back to the stakeholder.
- **Step 4:** In the event the stakeholder's issue is not resolved or if the stakeholder believes that policies, laws, rules and regulations have not been followed the stakeholder can contact either the Managing Director, Alberta Coal Operations directly at (587) 763-6378 or the Managing Director, Highvale Mine at (780) 731-5311.

All Keephills area related issues that are elevated to this level will be recorded and reviewed at each quarterly meeting with the Keephills Steering Committee.