



At TransAlta we are committed to sustainability. In all we do we strive to balance the environmental, social and economic implications of our business decisions.

As a community member we:

- strive to build strong, long-term relationships by collaborating with and listening to our neighbours; and
- seek to understand the different priorities and concerns of communities.

Through information sharing, consultation and involvement, TransAlta develops long-term relationships with stakeholders to enable us to provide safe, reliable and cost-effective electricity to our customers.

BUILDING STRONG RELATIONSHIPS ENABLES GOOD DECISIONS

We believe strong stakeholder relationships strengthen the business decisions we make.

Guiding Principles

TransAlta will engage stakeholders in positive and constructive consultations based on the following principles:

1. TransAlta will take the initiative in identifying and seeking out affected stakeholders. We define stakeholders as individuals or groups who could be affected by our operations.
2. The consultation process will be transparent and fair for all participants. It must be conducted in a manner so it is understood by all participants.
3. The consultation process will enhance two-way communication and may be formal (outcome focused) or informal (dialogue and information sharing).
4. The consultation process will recognize the importance of shared learning. Sharing unique viewpoints and knowledge will enhance learning and benefit TransAlta employees and stakeholders.
5. Whenever possible, participants will be asked how they want to be involved in the consultation process.
6. Each consultation program will be adapted to the specifics of a project and unique needs and expectations of the community.
7. The roles and responsibilities of participants will be clearly defined and understandable.
8. The consultation process will ensure that input will be obtained and issues requiring action will be dealt with in a timely manner.
9. The results of the consultation process will be fully considered in subsequent decision making.



Alberta Thermal Operations

TransAlta has been an active member and important contributor to the communities in the Lake Wabamun region for more than 55 years. We recognize the importance of building and maintaining strong relationships with our neighbours and other stakeholders. We also recognize that the operation of our generating facilities and coal mine in the region have an impact on our neighbours in the surrounding communities.

Communication Tools

To enable us to foster stronger relationships with our neighbours near the Alberta Coal power plants and the Highvale Mine, the following communication tools support the Stakeholder Relations function:

- **Toll-free stakeholder hotline**

A toll-free telephone number for stakeholders in the Wabamun Lake region is available. This number is: **1-877-636-7822**. Inquiries will be addressed within two business days. Requests of an urgent nature will be handled as expeditiously as possible.

- **Open houses and public information sessions**

TransAlta hosts open houses or public information sessions in the Wabamun Lake region as needed. These information forums provide a valuable opportunity to solicit feedback from stakeholders related to various projects and help us to provide information about our operations in the area.

- **Website communication (www.transalta.com and www.sunhills.ca)**

TransAlta maintains various sections on its websites related to its Coal and Mining Operations and projects of interest for external stakeholders. Email subscriptions and communications are managed on an ongoing basis.

- **Meetings**

The most active aspect of Stakeholder Relations in the region is regular meetings with various stakeholder groups including local municipalities and as well, one-on-one meetings with individual stakeholders.

Policies

To ensure consistent and fair implementation of all stakeholder processes and procedures at our Alberta Coal & SunHills Mining Operations the following policies have been developed.

- Blasting Management Policy
- Dust Management Policy
- Escalation Policy
- Land Management Policy
- Road Management Policy
- Water Supply Policy