

Stakeholder Engagement Policy

Bernipave Pty Ltd is a private Australian owned company, based in New South Wales with services operating primarily across Sydney, and the north and south coast. Bernipave operations include the provision of asphalt and concrete road construction, restoration services and minor civil works for Federal, State, Local Government bodies and private clients.

Bernipave Pty Ltd is committed to developing relationships with all our stakeholders based on the principles of honesty, respect, transparency, responsiveness and collaboration.

This policy is consistent with the AA1000 Stakeholder Engagement standard and applies to all Bernipave workers including employees and sub-contractors and should be reviewed annually.

Principles

Bernipave Pty Ltd is committed to meeting the expectations of our stakeholders being customers, suppliers and the broader community.

We will meet these expectations by:

- Actively engaging with stakeholders to understand, acknowledge and implement strategies to meet their needs.
- Providing accurate, timely and meaningful information to all stakeholders.
- Constantly review our processes and seek feedback to improve our service delivery and interaction with customers and the broader community.
- Proactively respond to stakeholder complaints or concerns in an honest, professional and timely manner.

Application

In the provision of roadworks services our workers are in daily contact with the general public so effective communication is critical to meeting our service outcomes. To manage stakeholder expectations our key communication strategies include:

- Distribution of notice to householders and the local business community to advise affected residents at least 48 hours in advance of planned works including; the nature of works and changes for property and traffic access, reason for works, the duration of works and the contact details of company representative to contact with queries.
- Ensure all workers are aware of the emergency response procedures and emergency contact details in the case of an emergency on site and where applicable advise the Client, RMS and emergency services of our planned work activities.
- Hold regular planning and co-ordination meetings with key client management to ensure a co-ordinated approach to service delivery and management of external stakeholder needs.
- Develop a client management plans (where appropriate) to formalise all communication processes, responsibilities and accountabilities.

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- Respond to external complaints or queries within 24 hours and initiate appropriate action measures to resolve issues as soon as possible and report actions to management and client representatives.
- Report health and safety and environmental incidents to Bernipave management, client representatives and external agencies where required in accordance with reporting requirements.

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