



Managing Risk through Transparent Engagement

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Stakeholder Related Risks

- Opposition to planned or actual land use (blockades, protests)
- Loss of partners (community organizations, suppliers, local government, civil society, potential employees)
- Grievances
- Disputes that require third-party or legal mediation
- Inability to solve problems with internal expertise

Risk Management is the identification, assessment, and prioritization of risks followed by the application of resources to:

- **Minimize, monitor and control the probability and/or impact of negative significant events**

- AND -

- **Maximize the realization of opportunities.**

(Goldcorp Sustainability Excellence Management System, 2014)

The Hallmarks of Transparent Engagement



Involve

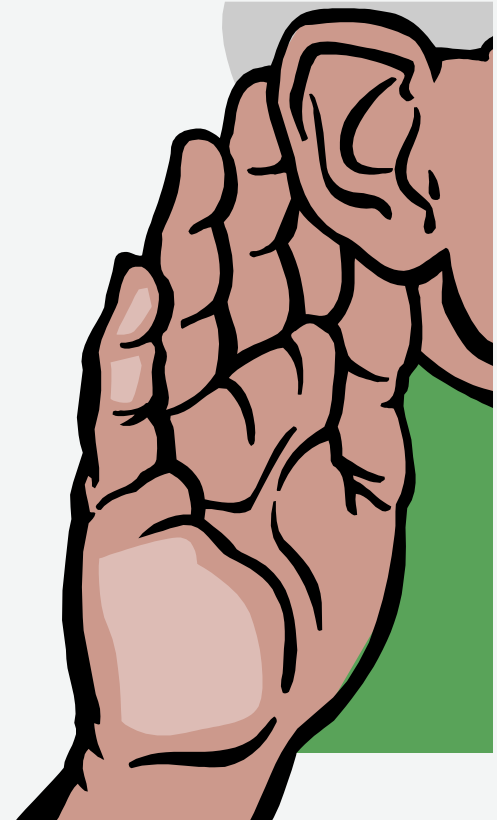
A key component of what makes CSR risk mitigation successful is the ability to build trust. Involving stakeholders in our processes will allow them to draw their own conclusions with a better understanding of the issues and actions the company takes.



Listen

Engagement is a two-way street. We often encounter problems outside our area of expertise and community stakeholders can provide solutions from their unique perspective.

Example: the AMAK Institute (*Anishnaabe Maamwaye Aki Kiigayewin*) in Timmins, Ontario, working with our Porcupine Mine arose after a chance encounter with a stranded moose on-site, which led site employees to reach out to local aboriginal leaders to learn how to protect local wildlife and their habitat.



Monitor & Review

Tracking your engagements will:

- Help you remember what was said, what was committed, when it was committed to be complete.
- Ensure that if someone leaves the company, the corporate memory related to those relationships is not lost.

Reviewing your engagements will:

- Confirm that you're on the right track – and being efficient with resources dedicated to community risk mitigation.
- Evaluate the lessons learned from the engagement.
- Allow for continuous improvement.



Report

A willingness to be honest – reporting information that is good, bad and neutral – is another key component to building up that critical element of trust.

Reporting is not one-way: include a mechanism for feedback, questions or concerns related to the information to promote transparency, listening and continuous improvement.

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Every year brings us rich new stories to tell, but the fundamentals remain the same. In 2012 we introduced our new Corporate Vision Statement: Together, Creating Sustainable Value. Our sustainability objectives remain unchanged and are a core part of making this vision a reality. We strive to be a catalyst for positive contributions to local communities that will last throughout the life of our mines and long after they have closed. We are justifiably proud of the progress we have made and we look forward to generating sustainable social and economic value for many years to come.

The Results





Thanks for your attention

