

TOOL 2

Building engagement capacity in companies

To foster good relations with indigenous communities, companies should ensure they have the right team in place at the corporate and operational levels, underpinned by strong management systems. This tool provides guidance for companies when they are choosing staff teams that are responsible for engaging with indigenous communities.

Rather than providing discrete steps, this tool provides a number of key issues companies should consider when building a team.

Setting the scene through commitment from top-level management

Management interface with Indigenous Peoples should go beyond good public relations work, which is more about image, reputation and brand risk. Instead, companies should ensure that senior operation management staff:

- understand the rights, interests and perspectives of Indigenous Peoples
- convey the business case for engaging constructively with Indigenous Peoples to all staff
- are able to commit and lead a company team to respect, understand and work with indigenous communities.

Further, the responsible company team should also help the organization adapt and change its approach as necessary.

Qualified and experienced community staff

In terms of engaging with Indigenous Peoples, it is essential that companies appoint staff who are experienced and qualified in engaging with indigenous communities and the complexities this may bring. Companies should ensure that all staff hired to engage with indigenous communities either have the following qualities, or are provided with the appropriate training where required:

- awareness and understanding of how to interact with Indigenous Peoples
- experience or familiarization with the context in which they will need to work
- skills to support specific tasks associated with the employment of Indigenous Peoples, business development support and community development.



Martu Rangers in the Australian desert. The rangers are the land management group of native aboriginals and were supported by Newmont (previous owners of the Jundee mine).