

**Community Advisory Panel  
Chemtrade Logistics, ERCO Worldwide,  
Univar Solutions & GFL Environmental**

**Guiding Principles for CAP Communications  
(all participants – sponsors and members)**

***Be curious.*** This is an opportunity to speak freely and get real information. Don't assume you know what's happening or what the other is thinking and why. Ask questions. The truth is often much more interesting and rich than our assumptions.

***Listen.*** 99% of communications.

***Be open-minded.*** Put negative thinking aside when it comes to developing possible solutions/improvements. The objective is continuous improvement. No idea is too trivial, or wrong. Some of the best ideas come from unexpected thoughts, inspiration. Be open to all suggestions. Ask any questions, no matter if they seem basic. Even if ideas aren't acted upon in full, they can spark other ideas leading to great solutions

***Be respectful*** – Underpins above. Not possible to make progress and co-create solutions if there is not mutual respect by all parties.

***Monitor your participation*** – and respect right of others to provide input. Don't hog the agenda.

***Jump in.*** This is your CAP. Make it work for you. Make the time you spend here valuable. Honour your concerns and objectives and take action to learn and participate in creative problem solving as much as possible:

- Identify agenda items
- Speak up at meetings
- Speak to friends/institutions that would benefit from your knowledge or the CAP, invite broader participation in the CAP from your community
- Ask for what you want – it may or may not be possible, but you won't know if you don't ask.
- Make sure your concerns, suggestions are properly documented in the minutes – provides input to Responsible Care audit process