

Table 1—Minimum Program Documents

Section 4—Commit and Align	
1.	Demonstration of commitment from top management (e.g., policy/statement/letter) to continuous improvement of public engagement, which may be indicated through the adoption of RP 1185.
2.	Documents that show how public engagement will be implemented and integrated throughout the organization, throughout the life cycle of pipelines.
3.	Identification of key personnel, such as an organizational chart or similar document that shows who is responsible for public engagement at various levels within the organization, and how that integrates with other programs, such as safety management systems, public awareness, governmental relations, etc.
4.	Annual program review documents.
5.	Periodic public engagement program review documents that show how continuous improvement is being demonstrated.
Section 5—Identify, Understand, and Confirm	
6.	Description of the process used to identify, understand, and confirm potential stakeholders together with the accuracy of their relevant information, and how that information is stored, updated, and refreshed in a listing, database, or directory.
7.	Documented program identifying stakeholders' interests, potential legal rights held by identified stakeholders, key contacts, and a process for refreshing lists of known stakeholders and identifying new stakeholders.
8.	Policy and procedures for maintaining information shared by stakeholders.
Section 6—Plan and Prepare	
9.	The key process steps for planning and preparing engagement with stakeholders, such as: — how the operator plans to use the confirmed stakeholder information during different phases of the pipeline life cycle; — a description of how stakeholder connections are documented.
10.	A description of how the operator will engage with stakeholders during the stages of a pipeline life cycle and following operations that are or may appear irregular or not normal, including how that information will be sought and how additional input from the public that goes beyond what is directly sought will be handled.
Section 7—Share Information	
11.	A baseline set of information to share with stakeholders.
Section 8—Ask, Listen, and Respond	
12.	Documented process describing opportunities to seek information from stakeholders and communicate what they want to know about a pipeline or project, such as the hazards and impacts of pipeline operations, and feedback of engagement activities.
13.	Policy, process, or guidance document on how information can be shared, including identification of the legal, regulatory, security, or business confidential reasons establishing a sharing restriction.
14.	Documented process that describes how requests from different avenues are received, routed, and responded to in a timely manner.
15.	Documented mechanism, such as a database or listing, that tracks pertinent information regarding requests received and responses given.
Section 9—Monitor, Evaluate, and Adjust	
16.	Listing of improvements in use within the elements and the overall program showing a connection to a Plan, Do, Check, and Act/Adjust process.
17.	Description of ways an operator includes stakeholders in the review of their engagement program performance.
18.	Description of how engagement performance and lessons learned are shared with other operators and the public.