



Engagement Science. Insights

Building understanding between
organisations and communities

At Voconiq we believe voices matter.

We are a data science and community engagement company operating globally to bring community voices to companies, industries, institutions and all levels of government.

Organisations we work with want to have meaningful relationships with the communities they operate within. They want to be good neighbours, and not just listen, but actively engage and work with communities to create mutually beneficial outcomes.

We make that happen.

We help our customers evaluate their social performance by engaging with communities to understand their experiences and expectations. We provide the insights and tools to organisations that help them make better decisions, informed by science, based on what the community expects of them. This builds trust and acceptance of the organisation, meaning that they can be a better neighbour.

Trust is at the centre of our company – we investigate what builds trust and what degrades it.



Voconiq can help improve governance, increase economic and environmental benefits and enhance the resilience of communities in the face of change.


200,000
community members engaged

10

countries active

15

Industries participating

LOCAL

We're changing the way industry engages with community, building greater trust and mitigating corporate risk.

Companies, industries, and institutions operate in complex social contexts.

Misunderstanding community expectations and experiences of your activities can lead to severe consequences. Achieving strong social performance outcomes can also be a clear differentiator in a competitive world.

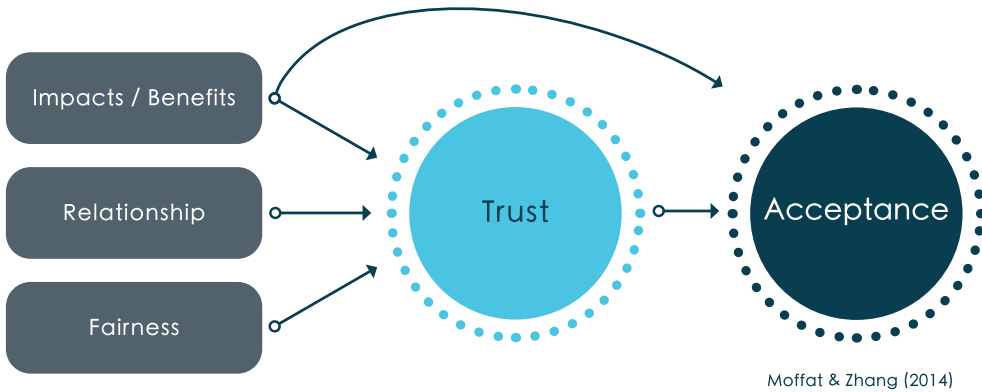
Voconiq delivers unique community engagement services that help companies deliver on their social performance commitments and avoid community conflict.

Redefining social licence to operate

Proven through deployment on six continents, Voconiq's engagement science approach tracks the dynamic nature of the relationships you have with communities. Our data analytics and technology platform delivers deep insights in clear, concise language to help you prioritise where to focus energy and resources more effectively.

Voconiq has pioneered a scalable, global service that:

- Enables our customers to take an enterprise view of their social performance
- Empowers local teams to focus effort on material community issues
- Evaluates the impact of investment strategies and inform decision making
- Provides credible, authoritative ESG and Sustainability reporting to external audiences



How we work with you

We provide evidence-based insights and seek to build the capacity of companies, industries and institutions so they can manage their social performance with greater confidence. We do this through a seamless integration of engagement science, data analytics, and tailored advisory services.

	VOCONIQ LOCAL VOICES	VOCONIQ CITIZEN VOICES
SCALE	Town, city or regional; organisational sites or linear infrastructure; can be multi-site	Regional, national or multi-country
SURVEYS	Detailed 'Anchor' survey Regular 'Pulse' surveys	Detailed large-scale 'Anchor' survey Qualitative stakeholder interview options
CADENCE	Initial 'Anchor' survey Brief ongoing 'Pulse' surveys, every 3 or 6 months	Annual and less frequent
COMMUNITY ENGAGEMENT	Local Targeted Intensive	Regional Targeted
COMMUNITY REWARDS	Each survey completion earns a donation for a local not for profit group	Tailored options for each project
SUPPORT FOR YOU	Briefings, guidance Ongoing reports (per survey) Interactive dashboard of results	Briefings, guidance Annual report Interactive dashboard of results
VOCONIQ ADVISORY	Maximise your investment in the data by having us help you build the bridge between insight and action. SUPPORT FOR YOU: <ul style="list-style-type: none">Bespoke application of data to organisational briefings and reportsUse of data to develop social performance frameworks, social impact assessments, community engagement strategyOrganisational capacity building — embed trust at the heart of how your organisation operates	

Data is collected in a number of ways, from research on a global scale through to the local level. We use mobile technologies, face to face data collection, and online survey tools so insights can be communicated in close to real time.



We give communities across the world the opportunity to confidentially express their views and experiences with industry or organisations in their local area through the Voconiq Local Voices program.

- Local Voices Program consists of an initial baseline Anchor survey followed by regular Pulse surveys
- Surveys can be completed online, or through brief phone interviews
- Program uses engagement science and proprietary data analytics to deliver ongoing actionable social insights
- For customers, this means more informed and timely decisions, and prioritising investments of resources and energy into issues that matter most to their community relationships
- For communities, they can project their voices through a meaningful, constructive channel.
- Surveys help earn rewards for local not-for-profit groups through the Voconiq Local Voices Community Reward Program



Voconiq Citizen Voices delivers a detailed understanding of community attitudes towards an industry, sector or large corporate customers.

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- Studies are conducted at the national, regional, or multi-country level
- Annual studies help customers align their activities with national sentiment, expectations, and drivers of social licence
- Voconiq Citizen Voices samples are large and representative of the population

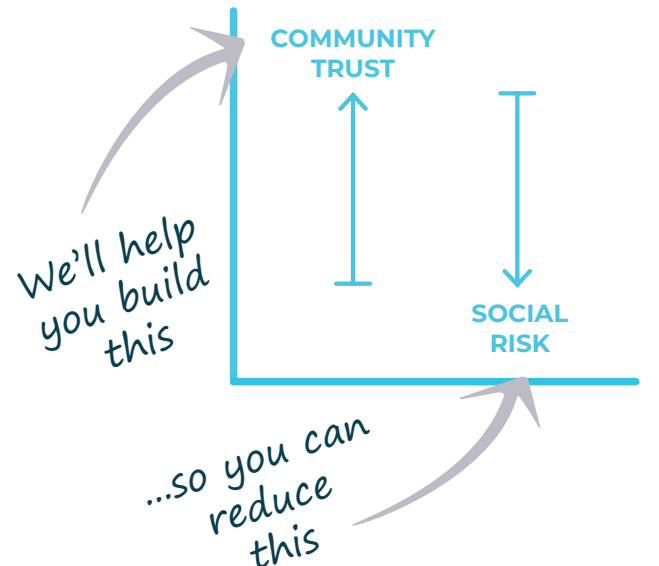
- Anchor surveys conducted annually allow for trend analysis and evaluation of engagement and communication strategy effectiveness.
- Customers can opt to house all their data in a powerful, secure, interactive online dashboard for unique data interrogation
- Large-scale research activities complement Voconiq Local Voices programs through national benchmarking of local community attitudes.



Voconiq Advisory provides your organisation with social performance experts who can help to improve the way you engage with communities, build organisational capacity, and address complex issues.

Voconiq Advisory services include:

- Integration of Voconiq Local Voices and Citizen Voices data into systems, internal and external reporting mechanisms, and community engagement strategies.
- Complementing Voconiq data with qualitative research and stakeholder interviews.
- Training and capacity building to help your organisation use data and improve social performance.
- Advising on social performance frameworks, systems and approaches.
- Social impact assessment and management advice.
- Program monitoring and evaluation.





ABOUT VOCONIQ

Founded by a team of dedicated social scientists at CSIRO in 2019, and led by CEO Dr Kieren Moffat, Voconiq was built on 10 years of research, industry practice and commercialisation milestones to provide an innovative solution to improve social performance.

The Voconiq team has redefined the meaning of social licence to operate, helping customers to harness the relational mechanisms that underpin it: our methods reflect the dynamic nature of these relationships and build trust with the communities we work with. Following their spin-out from CSIRO, Voconiq has expanded its data science and analytics capability as well as its community engagement capacity, both on the ground and digitally.



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