



THE CERTUS STORY

Certus Strategies provides a fully integrated approach to engaging and consulting stakeholders. This assists energy projects achieve not just compliant, but effective engagement, consultation and resolution to stakeholder issues and concerns. *The Certus Way* also provides experienced guidance in managing regulatory requirements and relationships in Canada and the United States.



The Certus Way brochure



DECIDING TOGETHER

THE CERTUS WAY

Our services and products focus on getting ahead of conflict before it develops. Our goal is to achieve early project approvals by managing stakeholder resistance and transforming conflict into opportunity.

Our services include:

- Strategic advice
- Public consultation outreach
- Outrage and conflict management plans
- Regulatory compliance assurance
- Systems design and support
- Information architecture and editorial services
- Engaging stakeholders
- Resolving issues and concerns
- Coaching and training
- Project management support
- Appropriate Dispute Resolution (ADR) processes

TRACK RECORD OF SUCCESS

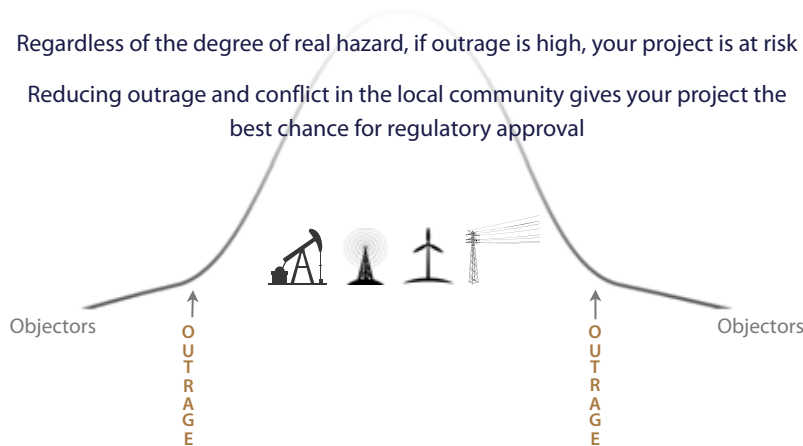
Certus assists industry and stakeholders to manage community conflict and resistance to energy development projects. Recognized industry leaders since 1986, Certus has achieved a track record of success delivering effective consultation and conflict management initiatives.

Our clients experience enhanced opportunities for favorable regulatory decisions, improved stakeholder relationships, fewer costly surprises and fewer project delays.

- A proven track record of success delivering public consultation programs for resource companies in Western Canada and the United States
- State-of-the-art conflict management and stakeholder engagement systems design for energy regulators, government agencies, municipalities and industry
- Thousands of commercial, municipal, government and energy facilitations and mediations

GET AHEAD AND STAY AHEAD OF CONFLICT

From time to time, companies, governments and stakeholder run into escalated conflict and stakeholder outrage that polarizes communities. Don't just get ahead of conflict, stay ahead of it with integrated and systematic consultation and sound outrage management approaches.



THE REGULATOR

Certus advises clients regarding the requirements of the following regulators:

- National Energy Board (NEB)
- British Columbia Oil and Gas Commission (BC OGC)
- Alberta Energy Resources Conservation Board (ERCB)
- Alberta Utilities Commission (AUC)
- Federal Energy Regulatory Commission (FERC)
- Federal Communications Commission (FCC)
- State, provincial and local agencies throughout North America

Certus also designed the Appropriate Dispute Resolution processes and programs for the NEB, ERCB and BC OGC.





THE CERTUS LEGACY

The Certus legacy of ensuring our clients successfully reach their goals speaks for itself in the tools we have created to reduce outrage and resolve conflict in a variety of conflict areas.

Pipelines and Rights-of-Way



Oil Sands and Heavy Oil Development



Sour Gas Infrastructure



Environmental Impacts and Reclamation



Electricity Regulation



Coal Mines and Coal Bed Methane



Transmission Siting



Municipal Issues



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