



Community Consultation Plan

Decemeber 2020

Executive Summary

Genex is committed to fostering strong positive relationships with local stakeholders and community members through a proactive and thorough strategy. Genex has developed this Community Consultation Plan (CCP) to provide overarching communications and consultations strategies, methodologies and tools to effectively receive input, inform and engage the community and stakeholders throughout the life of the Project. The plan aims to:

- a) Enable Genex to be an active and visible member of the community capable of creating trust and constructive relationships;
- b) Explain Genex's strategic approach to communications and community consultation tasks at each stage of the Project;
- c) Provide an assessment of potential project stakeholders and understand their concerns and interests;
- d) Outline a framework for coordinating and managing stakeholder engagement and community consultation activities;
- e) Define the roles of the Project team and their relationship with subcontractors, stakeholders and the community; and
- f) Clearly articulate the approvals processes and timelines and any necessary protocols for production of communications collateral and community consultation activities.

Genex aims to achieve a high level of engagement to inform, consult, involve, collaborate and empower the communities of Kidston and Georgetown. The Project's remote location is unlikely to have any major negative impacts on these communities. The Aboriginal Cultural Heritage Act imposes a duty of care on all persons to take all reasonable and practicable measures to ensure that any activity conducted does not harm Aboriginal cultural heritage. Initial studies have been undertaken at the site and compliance is not seen as a risk. Genex is committed to compliance with the Act and working with the Ewamian People which was illustrated through the CCP for the 50MW Kidston Solar Project.

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1.0 Introduction

Genex recognises the importance of community consultation to delivering positive and effective outcomes for the local community and the Kidston Pumped Storage Hydro Project (the Project).

This CCP is structured as follows:

- Section 1.0 describes the objectives of the CCP, provides an overview of the Project and its benefits and describes the roles and responsibilities of Genex in community engagement;
- Section 2.0 summarises the stakeholder analysis and potential engagement strategies to be employed;
- Section 3.0 summarises the status of community engagement;
- Section 4.0 describes the external stakeholder engagement activities and tools;
- Section 5.0 describes the internal stakeholder engagement activities;
- Section 6.0 describes the communications management system for tracking stakeholder concerns;
- Section 7.0 describes the communication protocols; and
- Section 8.0 describes how the CCP will be monitored, evaluated and reported.

1.1 Community Consultation Plan objectives

The main objective of this Community Consultation Plan (CCP) is to provide overarching communications and engagement strategies, methodologies and tools to effectively inform, consult and collaborate with the community and stakeholders throughout the life of the Project.

The plan aims to:

- a) Enable Genex to be an active and visible member of the community capable of creating trust and constructive relationships;
- b) Explain Genex's strategic approach to communication and community engagement at each stage of the Project;
- c) Provide a preliminary assessment of potential project stakeholders;
- d) Outline a framework for coordinating and managing stakeholder engagement and community consultation activities;
- e) Identify potential risks and opportunities;
- f) Identify and define the roles of the Project team and their relationship with subcontractors, stakeholders and the community;
- g) Detail communication tools and methodologies;
- h) Clearly articulate the approvals processes and timelines and any necessary protocols for production of communications collateral and community consultation activities;
- i) Describe the controls and systems in place to ensure this plan's procedures are followed, reviewed and measured;
- j) Gather opinions and expectations about the Project and address any questions about it; and
- k) Maintain communication channels for communities to raise questions and to answer them.

1.2 Project overview and benefits

The Kidston Pumped Storage Hydro Project is a 250MW closed-loop hydro facility that is situated in Northern Queensland on the site of the historical Kidston Mine. The site is situated approximately 270km north west of Townsville as shown in Figure 1. The nearest populated place to Kidston is the town of Georgetown (90km northwest) with a population of around 320.

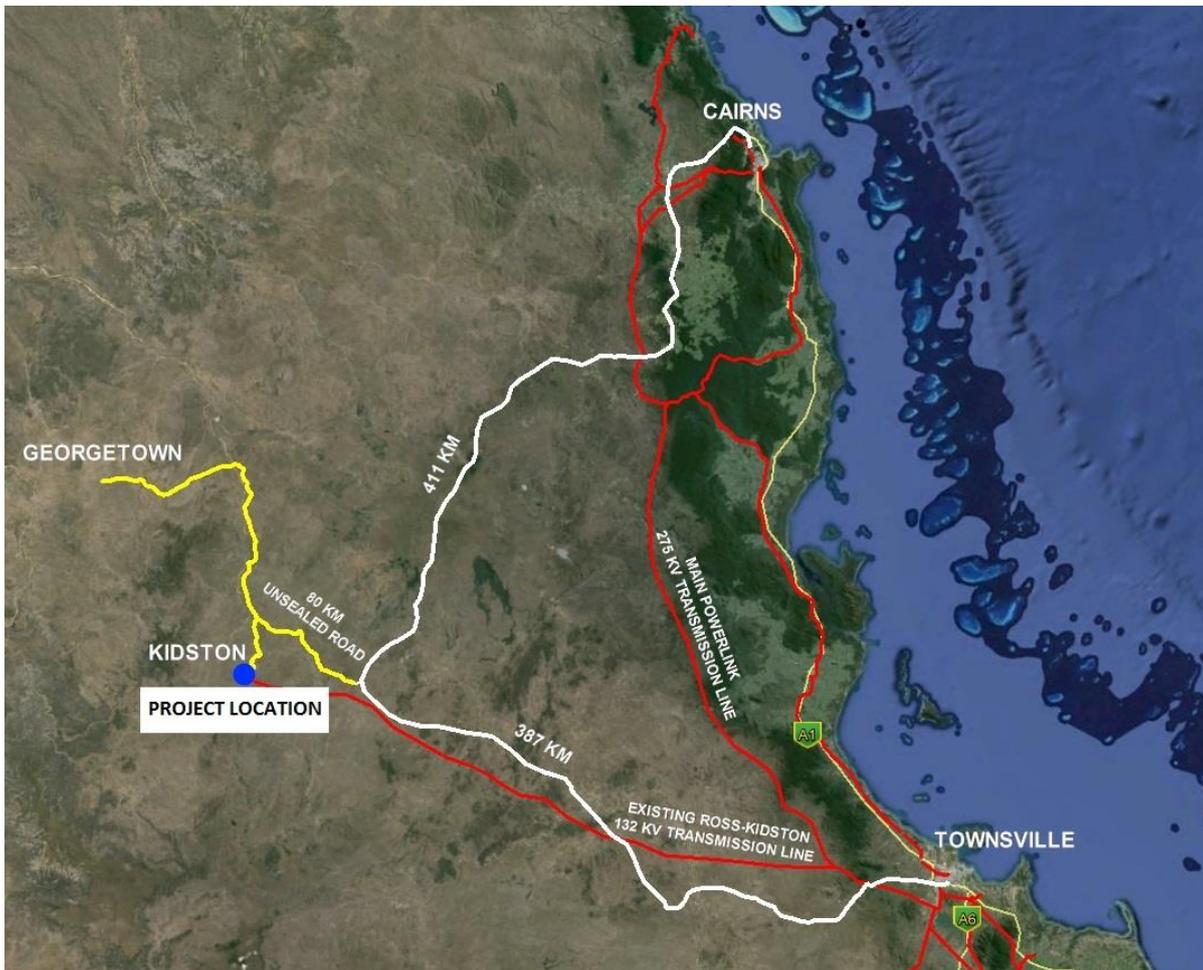


Figure 1 Location map



Figure 2 Aerial photograph of Project site

Kidston Pumped Storage Hydro Project is a major infrastructure project in a regional remote community that will provide many benefits including:

- Reduce greenhouse gas emissions by increasing the mix of renewables in the electricity network;
- Educational environmental awareness;
- Increased grid reliability;
- Contribute to the Renewable Energy Target aimed at a clean energy future;
- Provide employment opportunities to local community members; and
- Increase economic development benefits of Kidston and Georgetown communities.

1.3 Roles and responsibilities

Genex understands that trust is built up if the same key people build and maintain relationships with the local community and other key stakeholders. As such, there will be a dedicated team who will regularly meet with local businesses and community leaders and attend local community events.

The following roles and responsibilities have been assigned for the Project.

Name	Role	Responsibilities
James Harding	Chief Executive Officer (CEO)	<ul style="list-style-type: none"> • Oversee community engagement strategy
Simon Kidston	Executive Director	<ul style="list-style-type: none"> • Liaise with media • Manage public relations
Arran McGhie	Chief Operations Officer (COO)	<ul style="list-style-type: none"> • Liaise with all stakeholders except media • Understand community engagement strategy • Coordinate community engagement activities • Monitor and review community consultation plan • Report to CEO on community engagement issues
TBD	Project Manager	<ul style="list-style-type: none"> • Liaise with all stakeholders except media • Support community engagement strategy and activities • Train and monitor sub-contractors with regard to community engagement • Report to Chief Executive Officer on community engagement issues

2.0 Stakeholder analysis

Genex has conducted an initial stakeholder analysis to identify stakeholders who potentially have an interest in the Project and to identify the appropriate engagement strategy. Genex recognises the unique location of the Project means that site activities will not impact many stakeholders directly. However, the Project can bring many positive impacts on the broader community in surrounding townships. This has been the focus of the stakeholder analysis to date.

The table below shows three types of stakeholder engagement strategies that will be employed.

Table 1 Stakeholder engagement strategies

	Inform	Consult	Collaborate
Stakeholder expectation	Stakeholders who are not directly affected but require factual and transparent information to help them understand any problems, alternatives, opportunities/and or solutions.	Stakeholders who may be directly affected or have a greater influence on project outcomes and expect to be asked to provide their opinion and feedback.	Stakeholders where approval may be required, or who hold ultimate responsibility for a decision (e.g. design and construction approvals, permits, legislation) or expect to be involved in the decision making process.
Genex's obligation	We will keep stakeholders well informed (e.g. via advertising, newsletters, website).	We will listen and recognise their concerns, and where appropriate, consider their input and feedback in planning, analysis, options development and/or decisions (e.g. via project briefings, submissions, surveys, meetings).	We will identify and engage with these stakeholders early to understand and address any key issues, to maximise mutual opportunities and provide them with all information to enable them to provide timely approvals (e.g. via briefings, workshops, interface meetings, compliance reporting) Followed by providing feedback on how their inputs influenced the final decision.

The table below summarises the results of the stakeholder analysis. It lists the Project stakeholders, Genex's current relationship status with each stakeholder, their concerns or interests in the Project and, potential engagement strategies and associated activities.

Table 2 Project Stakeholders

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
Federal, State and Local Government				
Federal and State Member	Access to information Economic development benefits Community concerns	Positive	Inform Consult Collaborate	Initial project briefing/ stakeholder meeting as required Project updates Project website and social media Open day(s)
Etheridge Shire Council	Access to information Community concerns and interest Impacts to council assets Consultation during development process Effect on local employment and business Impacts of Shire planning scheme	Strong	Inform Consult Collaborate	Initial project briefing/ stakeholder meeting as required Project updates Project website and social media Open day(s) Construction Environmental Management Plan and sub-plans Operational Environmental Management Plan and sub-plans
Government Agencies				
Queensland Department of Environment and Science	Access to information Pollution control including noise, water, air, land and waste Community impacts and disruption	Strong	Inform Consult Collaborate	Project Management Plan Construction Environmental Management Plan and sub-plans Operational Environmental Management Plan and sub-plans Cultural Heritage Management Plan

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
	Flora and fauna impacts and disruption Consultation during the development process			Project and Construction updates Incident Management Telephone contact Project email Project website
Queensland Department of Energy and Water Services Queensland Natural Resources and Mines	Access to information Construction impacts Operational impacts Consultation during the development process Community access to information Water usage	Strong	Inform Consult Collaborate	Project briefing/ stakeholder meeting Project Management Plan Construction Environmental Management Plan and sub-plans Operational Environmental Management Plan and sub-plans Telephone contact Project email Project website
Queensland Department of Aboriginal and Torres Strait Islander Partnerships	Access to information Heritage Employment opportunities Consultation during the development process	Positive	Inform Consult Collaborate	Project Management Plan Construction Environmental Management Plan Operational Environmental Management Plan Telephone contact Project email Project website
Queensland Department of Agriculture and Fisheries	Access to information Pasture protection Construction impacts Operational impacts	Positive	Inform Consult Collaborate	Construction Environmental Management Plan and sub-plans Operational Environmental Management Plan and sub-plans Telephone contact

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
	Weed/noxious plant control Pest control			Project email Project website
Infrastructure				
Civil Aviation Safety Authority	Access to information Project awareness Construction site awareness Reflective impact on local aviation operations	Neutral	Inform Consult Collaborate	Telephone contact Project email Project website and social media Requirement to consult during assessment phase
Queensland Department of Transport and Main Roads Etheridge Shire Council	Access to information Project awareness Consultation during the development process Construction site awareness Increased traffic on local roads Access to construction materials	Positive	Inform Consult Collaborate	Telephone contact Project email Project website and social media Advertisements and public announcements Requirement to consult during assessment phase
Ergon Energy Powerlink	Access to information Project awareness Impacts on existing infrastructure	Strong	Inform Consult Collaborate	Telephone contact Project email Project website and social media Advertisements and public announcements Requirement to consult during assessment phase

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
	Consultation during the development process Maintaining service quality during connection			
Emergency Services				
Police Ambulance Queensland fire and emergency services: Rural Fire Service, State Emergency Service	Access to information Road and traffic impacts Changes to property access Impacts on Shire Bushfire management plans Specialist training for project specific incidents	Positive	Inform Consult Collaborate	Project briefing/ stakeholder meeting Traffic management plans Delivery and/or construction hours/activities Project and Construction updates Open Days Toolbox Talks Evacuation drills Bushfire Protection Management Plan Emergency Evacuation Management Plan Telephone contact Project website and social media
Local, Community and Interest Groups				
Landowners/tenants adjacent to the site	Access to information Impacts on property value Impact on their site activities Damage to boundary fencing, stock grids, gates Damage to trees/shrubbery	Strong	Inform Consult Collaborate	Personal consultation Project and Construction updates (notifications) Information sessions and feedback forms Enquiry and complaints management Project email Project website and social media Newsletters Water offtake agreement

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
	Traffic/Noise/pollution during construction			
Traditional custodians	Access to information Employment opportunities Environmental protection Heritage protection	Positive	Inform Consult Collaborate	On-site meetings Project briefings / stakeholder meetings (as required) Project and Construction updates (notifications) Advertising and media releases Telephone contact Enquiry and complaints management Project email Project website and social media
Local Community	Access to information Employment opportunities Economic benefits Local business support Local resource provision Traffic impacts	Positive	Inform Consult Collaborate	Project briefing/ stakeholder meeting (as required) Project and Construction updates (notifications) Advertising and media releases Information sessions and feedback forms Enquiry and complaints management Telephone contact Project email Project website and social media Open day(s) Community events Newsletters Sponsorships
Interest Groups Agricultural Associations	Innovation Community/Regional benefits	Positive	Inform Consult Collaborate	Project briefings / stakeholder meetings (as required) Project and Construction updates (notifications) Information sessions and feedback forms

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
Progress/Business Associations Tourism Associations North Queensland Land Council Local Heritage Groups Agricultural Field Days (e.g. Australian National Field Days Assoc.) Shires Association Historical Societies Local renewable groups	Impacts/risk to historical icons Asset protection Access to information Environmental impacts Local area promotion Benefits local businesses			Advertising and media releases Telephone contact Enquiry and complaints management Project email Project website and social media Open day(s)
Schools and kindergartens	Education opportunities about renewable energy Project participation activities	Positive	Inform Consult Collaborate	Briefing/information sessions (at schools – post construction) Enquiry and complaints management Telephone contact Project email Project website and social media Design and painting activity for the Project promotion (optional) Education program Open day(s)
Media				
Northern Herald	Community benefits	Positive	Inform	Advertising and media releases

Stakeholder	Concern or Interest in Project	Current Relationship Status	Proposed Engagement Strategy	Proposed Engagement Activities and Tools
Tablelands Advertiser Townsville Bulletin The Cairns Post Win Television Community Radio ABC TV and radio North Queensland Register	Road and traffic impacts Environmental impacts Construction impacts Employment opportunities Tourism promotion Access to information			Project and Construction updates (notifications) Telephone contact Enquiry and complaints management Project website and social media Project email

3.0 Status of community engagement

Genex has already achieved many positive outcomes from its community engagement and consultation activities undertaken throughout construction and operation of the existing Kidston Solar One solar farm, and the ongoing development of the Project. Genex has held discussions with key stakeholders including Etheridge Shire Council, local contractors, the Queensland Department of State Development, Cairns Council, local businesses, Ergon Energy, Powerlink, the Queensland State Government Departments of Energy and Water Services (DEWS), Environment and Science (DES) and Natural Resources Mines and Energy (DNRME), as well as surrounding landowners. Based on this continuing consultation, the local community and key stakeholders are overall positive about the Kidston Clean Energy Hub and the Project with no complaints received to date, and a high level of engagement and support for the Project.

In addition, there is strong Government support surrounding the development of the Project. This support was illustrated by the Queensland Government's announcement made in September 2019 in relation to the new 275kV transmission line required for the development of the Project. The announcement stated that the Queensland Government will provide up to \$132M in funding towards the construction of the 186km single-circuit transmission line from Kidston to Mount Fox. Refer to Appendix A (attachment C4c4) for the announcement.

Further, the Queensland Minister for State Development granted the Kidston Solar Farm Project and the Kidston Pumped Storage Hydro Project a *prescribed project* on 3 March 2016. This special status indicates the Project is of importance to the Queensland State Government for economic development. It also enables the Co-ordinator-General to assist Genex to progress the Project approvals in a timely manner across government departments. Refer to Appendix B (Attachment C4c2) for the announcement.

A review of the local media articles published to date in Appendix C (Attachment C4c3) indicates a positive sentiment towards the Kidston Pumped Storage Hydro Project with common themes on the potential economic benefits for the community and the electricity grid.

In Appendix D (Attachment C4c4), a community consultation register is attached that summarises the activities undertaken to date. The register highlights the stakeholders targeted, the engagement tools used and the issues discussed. It also summarises how Genex is tracking with each stakeholder's issues.

4.0 Proposed stakeholder engagement activities

Genex takes a flexible approach in order to effectively engage and consult the local community. This requires an understanding of the local community needs and preferred consultation style. A range of external stakeholder engagement activities are proposed below that will be tailored to maximise stakeholder participation rates.

Community consultation and stakeholder engagement has already commenced during project development and will continue during the construction and operation stages of the Project. Activities and events will be scheduled to align with project milestones and to meet the local community needs.

4.1 Information sessions

The purpose of the information sessions is to provide an opportunity for media, local community members and other stakeholder representatives to learn about the Project, meet the Project team and raise issues of concern or interest. It also provides the Project team with an indication of the stakeholder sentiment and responsiveness to the Project.

All information sessions will be advertised locally and on the Project website to encourage attendance. Media and stakeholder representatives will be personally invited to attend information sessions. Handouts/fact sheets distributed at information sessions will include details for obtaining further project information and project contact details including the Project specific phone number and project email address. Registration of attendees will be taken at all information sessions and names added to the Project contact database (with the permission of attendees). Issues and questions raised will be recorded by a team member and followed up by the Project team in a timely manner.

A list of previous information sessions is shown below:

- Presentation at Victoria Park, Herston QLD in August 2019;
- Presentation at Townsville Industry Breakfast, Townsville QLD in September 2019;
- Presentation at Hinchinbrook Chamber of Commerce, Ingham QLD in October 2019; and
- Presentation at Townsville Industry Unplugged, Townsville QLD in October 2019.

Regular information sessions will be presented to Etheridge Council, Hinchinbrook CC and Townsville CC during the Project construction and operation phases.

The potential agenda for all the information sessions is shown below and will be flexible to allow stakeholders to add agenda items.

Agenda Item	Tools	Desired outcome
Acknowledgement of Country	Speech	Respect and acknowledge the traditional custodians
Introduction of Genex personnel and share a story about themselves	Speech	Stakeholders personally meet the Project team
Introduction of the objective of the information session and agenda	Speech	Introduce Genex's intentions for community engagement
Ask attendees what they would like to get out of this session	Stakeholders can either speak individually or write their concerns on paper anonymously	Involve stakeholders to get a sense of their initial expectations and concerns and address them in the following presentation
Project Overview and Timeline	Presentation	Provide clarity on the Project and manage expectations
Potential opportunities and how Genex plan to work with community	Presentation	Demonstrate Genex's intention to involve the community and address initial concerns raised
Question and Answer session	Stakeholders can either speak individually or write their concerns on paper anonymously	Another opportunity for stakeholders to voice their support or concerns.
Information session close and summary of actions	Speech	Summarise session and note any actions from the Q&A session. Share resources where stakeholders can gain more information.

4.2 Targeted stakeholder meetings

Genex will continue to schedule targeted meetings with key stakeholders such as local councils to keep them informed and engaged with the Project. A project representative will also be requested to attend meetings with community interest groups or key stakeholders to discuss the Project itself, construction progress or issues pertaining to the Project.

Genex will ensure that suitable staff are available to attend such meetings (including after-hours), who are adequately informed and suitably qualified to participate in such meetings, including taking the lead in detailing the Project, progress of construction and resolution of community issues wherever possible if and as they arise. Briefing notes will include all details for obtaining further project information and project contact details.

Stakeholder meeting attendees' names will be added to the Project contact database (with permission). Issues and questions raised at stakeholder meetings will be recorded and followed up by the Project team in a timely manner and reported to Genex.

4.3 Local employment

Employment opportunities are not always available to regional remote communities and there is a high expectation of employment from the Kidston Pumped Storage Hydro Project particularly from Etheridge Shire Council. Genex values local workers as they have a good understanding of the area and are concerned about the long-term success of Kidston and therefore the Project.

Genex will be prioritising local employment from the North Queensland region including Kidston, Forsayth, Georgetown, Greenvale, Mareeba, extending to Cairns & Townsville. Genex will be using the following channels to source workers locally:

- Local employment agencies;
- Local print media;
- Flyers at local supermarkets;
- Advertisements over the local radio station; and
- Advertisements on local community websites.

4.4 Use of local suppliers and contractors

Genex will also be prioritising the use of local suppliers and contractors during the construction and operational phases of the Project. Genex will require the Engineering Procurement Construction (EPC) Contractors and the Operations and Maintenance (O&M) Contractor to prioritise sourcing local suppliers and contractors too. Genex will co-ordinate with local employment agencies early and establish a link between the agencies and the EPC Contractors and O&M Contractor. This will encourage the employment of locally sourced workers with the appropriate skills.

4.5 Use of local accommodation

During the construction of the 50MW Kidston Solar Project, Genex negotiated a lease agreement to utilise the “Oaks Rush Outback Resort” for the construction accommodation; this lease will be extended to cover the accommodation needs for the construction of the Project. The accommodation is located in Old Kidston town less than 3 km away from the Project site, which will help increase the economic benefits to the community.

To maintain and enhance the positive relationship with the local community, Genex plan to hold a series of events, including an open day and BBQ, at the accommodation to encourage the local community and project workers to engage with each other. This will enable the local community to gain a better understanding of and identify with the Project.

4.6 Water offtake agreement

Genex have a water offtake agreement with the Queensland Department of Natural Resources Mines and Energy from Copperfield Dam. Genex is collaborating with local farmers and Kidston residents to provide free water supply.

4.7 Community notifications

Genex is committed to ensuring the community is informed of changes in local conditions as a result of Genex’s activities by providing timely project updates. Genex will develop regular community notifications that will maintain this line of communication with the community.

Community notifications must include:

- Reason for the notification;
- Date, times, location of event/changed condition; and
- All project contact details.

4.8 Site visits

Community members may wish to visit the site. All visitors to the site must first undergo a safety induction, be signed into and out of the site, and wear personal protection equipment (PPE).

It is intended that there will be regular visitation throughout the operational lifetime of the Project. The purpose of the site visits are to promote transparency and continue to be an active and visible member of the community. It also aims to create trust and continue constructive relationships between Genex and the community.

4.9 Fact sheets

Fact sheets provide consistency of information released to the public. Fact sheets will be developed for the Project as the Project progresses and construction milestones are achieved.

Fact sheets will be prepared on issues expected to be of wide interest, and may include stages of construction, construction methods, noise impacts, safety, environmental safeguards, sustainability initiatives, traffic impacts, and Project Conditions of Approval. Fact sheets will be made available on the Project website, social media and in hard copy at any information sessions. If requested, fact sheets will also be provided to interested parties by email or regular post.

The procedure for preparation, approval and document control requirements will align with that of all other materials (e.g. advertising).

4.10 Website and social media

The purpose of the Project website and social media channels is to provide objective information about the Project to the general public and to supplement other targeted stakeholder engagement activities.

Current information, graphics and images will be included on Genex's website and social media channels. The contact phone number and project email address will be provided should further information be sought. The site will be updated regularly with project news and information. All information provided is to be signed off by Genex.

It will be used as a repository of information so appropriate versions of all information provided to the community (e.g. fact sheets, leaflets, letterbox drops, displays etc.), will be uploaded on the website. Publication and expiry dates for information should be clearly noted in the footer of the document, to ensure out-of-date material does not remain on the website. Outdated information will be moved to an archive file where it can be accessed if required.

5.0 Proposed internal stakeholder engagement activities

The behaviour of the Project workers reflects on the individual, their organisation and on the Project. As a result, it is critical that workers understand and act respectfully as guests in the local community.

Genex's commitment to positive outcomes for the community and project also relies on the actions of the EPC Contractors and the O&M Contractor. As such, the EPC Contractors and O&M Contract will include relevant clauses that obligate the contractor to support the community engagement activities of the CCP and promote respectful relationships with the local community. The following internal stakeholder engagement activities will be run.

5.1 Inductions

The site induction process for all Project permanent and temporary staff and subcontractors includes a safety induction. The safety induction forms the basis of the Project's code of conduct and Genex's commitment to positively engaging with and minimising disruption to the community, property owners, businesses and all transport and road users.

This commitment underpins instructions and messages to all new staff during their mandatory Project safety induction. As part of the induction process, all employees and subcontractors will be made aware of the requirements under the code of conduct and the CCP.

This includes a commitment to keeping the community informed by delivering timely, clear and concise information about the Project.

5.2 Toolbox talks

At the commencement of each shift, a toolbox talk will be conducted by the Construction Manager with construction personnel and any relevant sub-contractors. Toolbox talks will reinforce safety procedures and Genex's Code of Conduct and advise the site crew and sub-contractors of exceptional circumstances that may be encountered during that shift.

One of the topics of discussion will be around worker behaviour and a reminder of the Project's obligations to the local community.

Toolbox talks may also involve the local police, rural fire service and other local emergency service representatives to encourage mutual appreciation of the evacuation management plan, the Project specific risks that they may need to prepare for particularly during evacuation drills. In this way, the local emergency services have a good understanding of their roles and responsibilities and all visitors and project workers have a good understanding of their roles and responsibilities for working and living in Kidston.

As noted in the EPC Contract (Clause 3.4), the Principal will provide the EPC Contractor with a copy of this Community Consultation Plan. Contractually, the EPC Contractors must comply and ensure that its personnel and subcontractors comply with the Community Consultation Plan as updated from time to time. Under the EPC Contract, Genex may request the Contractors to provide any information or documentation for the purpose of creating or updating the Community Consultation Plan. However, the Contractors have

not been allocated any distinct community consultation activities as Genex staff are responsible for the activities under this plan.

6.0 Communications management system

The Communications Management System (CMS) is based on the key principle that every stakeholder's concern or issue in the Project is important. The comprehensive CMS will enable the Project to record, monitor and report on all interactions with all stakeholders to ensure all concerns or issues are addressed.

6.1 Project contact and stakeholder database

A project specific contact database will be used as the main reporting and monitoring tool for project communications activities. In addition to managing interactions with key stakeholders, the system will be utilised to record progress of interactions with any other parties.

The Project contact database is capable of:

- Recording all stakeholder interactions, issues or enquiries;
- Recording Genex's community engagement activities including the distribution of letterbox drops, project updates and notifications;
- Reporting on a monthly basis on stakeholder and community contact and issues management; and
- Managing all recorded complaints, enquiries, issues and responses accompanied by the following processes:
 - Review all issues and allocate a risk rating – major, intermediate or minor – based on the risk to the Project (and therefore, Genex);
 - Ensure the relevant stakeholders are informed of the progress of their issue and advise of any actions to pre-empt or respond to issues;
 - Evaluate the recorded issues from Genex's project contact database on a regular basis to identify any emerging issues or trends;
 - Evaluate participation rates and feedback received to gauge community interest and identify constant or emerging issues, opportunities or trends through key word referencing; and
 - Respond to all issues, both internal and external in a timely manner.

6.2 Telephone and email

A phone number and project specific email address will be established to provide a central point for taking all enquiries and complaints for the Project.

The phone number and email address will be included on the Project website, all notifications, advertising, signage and any other information in the public domain relating to the Project.



A dedicated project team member will respond to a call or email and determine whether the call is an enquiry or complaint. In the case of complaints, the team member will determine which of the Project contractors should be contacted to investigate the matter, or whether it needs to be forwarded to Genex.

All enquiries or complaints will require a verbal and written response within 24 hours during times when construction is being undertaken or the next working day (unless the contact agrees otherwise).

All calls and emails, both enquiries and complaints, are logged, tracked and closed out on project contact database.

7.0 Communication protocols

7.1 Incident management

Managing and reporting incidents is critical to the successful delivery of the Project. Such potential incidents include those that:

- Can attract media attention;
- Threaten the success of the Project;
- Can disrupt the community;
- Can impact the environment; and
- Result from natural events or criminal incidents.

Process controls will be in place to ensure stakeholder issues or incidents are effectively managed. These obligations will also be passed onto the EPC Contractor during the construction and operational phase to ensure all incidents will be reported to Genex and appropriate action is taken.

Genex also has an obligation to inform ARENA of any incidents with respect to this plan. This reporting function will be undertaken by the Chief Operating Officer or his delegate and will be provided within 48 hours in respect of significant incidents, otherwise as part of the monthly project review reports.

7.2 Media and government relations

Genex may be required to brief local MPs at their request. The Chief Executive Officer or Executive Director will be responsible for these briefings.

Media enquiries will be managed by the Chief Executive Officer or Executive Director in the first instance, in consultation with the Project delivery team.

The Chief Operating Officer will be immediately informed of any media or Government request received by site personnel or any sub-contractor.

Only the Chief Executive Officer or Executive Director, in consultation with the Steering Committee, will provide a statement (written or verbal), photographs or illustrations to the media or elected officials, unless there is formal delegation of this function to another area.

8.0 Monitor, Evaluate and Report

Evaluation of the CCP enables continuous improvements to be incorporated into our community consultation activities in order to remain relevant and determines the success of the community engagement. It also enables more efficient use of resources through screening out or improving activities less successful or popular with communities.

The CCP will be monitored and evaluated to ensure it delivers Genex's desired outcomes as follows:

Participation: Involve a wide cross-section of views and interests of the local and wider communities in activities where appropriate. Allow realistic opportunities for participation and give everyone involved adequate information and sufficient time to participate;

Transparency: Ensure all processes are open and clearly understood by all parties and that community information is freely available to all;

Integrity: All communications have integrity and respect for all parties. This will be demonstrated by encouraging and developing trust between the community and Genex, and ensuring the issues and complaints handling process is adhered to and fair; and

Cost-effectiveness: Choose activities that work best for the best relative cost. Expenditure on community consultation activities can make the overall Project achieve higher cost-effectiveness through better outcomes and smoother project delivery, without time lost resolving issues or fighting community objections.

Monitoring, evaluating and reporting on the effectiveness of the CCP for the Project will be undertaken:

Daily

- The status of complaints and enquiries in project contact database.
- Occurrence reporting (incident reporting).
- Media monitoring.

Monthly

- Chief Operating Officer monthly report to Steering Committee.
- KPI audits and performance reviews.

6 monthly

- CCP document review.

As required

- Project internal peer audits.
- Community and stakeholder feedback.
- Minutes of Meetings.
- Post-execution of individual activities.



As required, reports on communications and consultation activities will be provided to other key groups (government or non-government) nominated by the Commonwealth to ensure the ongoing improvement of community engagement.

Methods of evaluating the CCP and its activities range from quick, individual, qualitative self-assessments to feedback, questionnaires and/or surveys.

Some of the factors which will be taken into account when evaluating the CCP and its effectiveness are:

- The number of participants in CCP activities and feedback from participants; and
- Whether participation increased over the life of the Project construction period.

The findings from the monitoring, evaluation and reporting may result in modifications to the overall CCP or changes to the program of activities or specific activities.

Genex has an obligation to provide reporting to ARENA on community consultation. Such reporting will be undertaken by Chief Executive Officer or his delegate and will be provided as part of the monthly project review reports.