

Community & Stakeholder Engagement Plan

Broken Hill Solar Plant -
Operation



Table of Contents

1. Document Administration	3
Document Revision History	3
Review and update procedures	3
Application	3
Distribution	4
2. Executive Summary	5
3. Project Context	5
4. Powering Australian Renewables Fund (PARF)	6
5. Community Context	6
6. Stakeholder Identification and Mapping	7
7. Community Engagement Strategy	14
AGL's Community Engagement Commitments	14
Strategy and action plan	14
8. Key Messages	17
9. Community Feedback Strategy	19
10. Evaluation and Monitoring	19
Maintaining consultation records	19
Monitoring	19
11. Appendix	20
Appendix 1: AGL's Community Engagement Policy	20
Aspiration	20
Vision	20
Scope	20
AGL's Community Engagement Commitments	20
Appendix 2: AGL's Community Complaints & Feedback Policy	21
Ownership	21
Scope	21
AGL's Community Complaints and Feedback Commitments	21
Level 1: Early Resolution – we aim to resolve most feedback at this level	22
Level 2: Internal Review and Escalation	22
Level 3: Conciliation and Closure	22

DRAFT

1. Document Administration

Document Revision History

Date	Version	Author	Reviewer	Comment
22/12/2017	1.0	Marina Draper, Manager Government and Community Relations	Alex Fitzpatrick, Community Relations Manager	Creation of draft Broken Solar Plant community and stakeholder engagement plan.
08/01/2018	1.1	Marina Draper, Manager Government and Community Relations		Finalisation of plan for circulation.

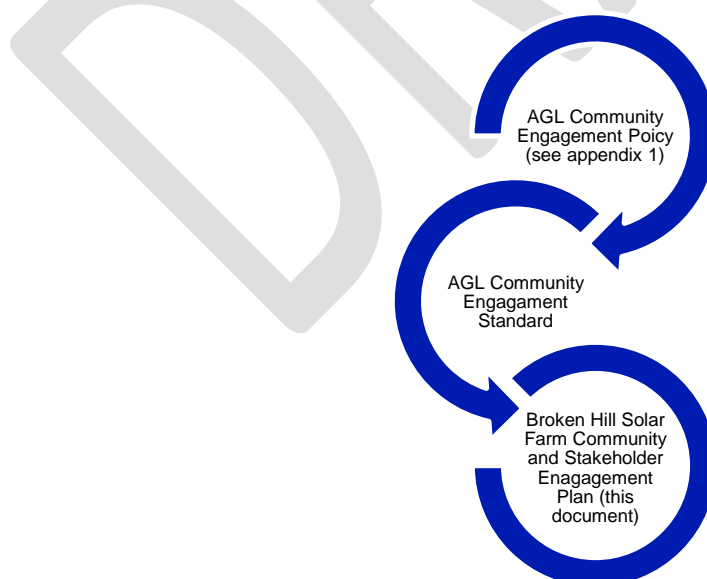
Review and update procedures

The Community and Stakeholder Engagement Plan ('the Plan') for the Broken Hill Solar Plant ('The Plant') will be reviewed and, if necessary, amended and updated:

- Formally on an annual basis by the Community Relations Manager (CRM);
- Following any project milestone;
- Upon receipt of regulatory approval conditions, licences and permits;
- To achieve the Key Performance Indicators; or
- When directed by any appropriate regulator.

Application

The Plan has been developed in conjunction with AGL's Community Engagement Policy and Community Engagement Management Standard. The Plan is aligned with a framework that AGL have developed to ensure its community relations activities are a consistent and best practice approach.



The aspiration of this plan is to ensure that the Broken Hill community is improved by the activities of AGL and PARF.

Distribution

All individuals on the following distribution list will be notified when a version of this document is updated. Others may be notified at the discretion of the Community Relations Manager (CRM).

All requests for changes to the distribution list must be addressed to the CRM.

Table 1 Distribution List

Entity	Position	Name	Location
AGL	Asset Leader, Renewables	Colin Hill	Level 22, 200 George Street, Sydney, 2000
	Manager, Government and Community Relations	Marina Draper	Level 24, 200 George Street, Sydney, 2000
	Project Manager, Gas & Renewables (East)	Hari Grifas	Level 22, 200 George Street, Sydney, 2000
	Land & Approvals Manager	Doug Hunt	Level 22, 200 George Street, Sydney, 2000
	Environment Manager	Bree Lacey	Level 7, 699 Bourke Street, Docklands, VIC, 3008
	Head of Government & Community Relations	Tony Chappel	Level 24, 200 George Street, Sydney, 2000
Community	Broken Hill City Council	General Manager - James Roncon	240 Blende Street Broken Hill NSW 2880
Government Agencies	NSW Division of Resources and Energy		
	Department of Planning and Environment		
	Federal Department of Environment and Energy		
Powering Australian Renewables Fund (PARF)	Head of PARF	Katie Barnett	Suite 10.06, Level 10, 70 Phillip Street, Sydney, 2000

2. Executive Summary

AGL Energy Limited (AGL) has prepared a Community and Stakeholder Engagement Plan to outline and document the community and stakeholder engagement proposed for the 53 MW Broken Hill Solar Plant as it continues operations.

The Plan outlines AGL's approach to engaging with the people from Broken Hill and the surrounding area on the operation of the Plant and will be based on an evidence (through Social Impact and Opportunities Assessment [SIOA] research and demographic data), previous experience and knowledge sharing from AGL employees at a project development and community relations level, and best practice (with regard to the International Association for Public Participation's (IAP2) Core Values and Public Participation Spectrum).

The objectives of AGL's community engagement are to:

- Communicate and engage with community members to ensure community feedback is considered during AGL and Powering Australian Renewables Fund's (PARF) decision making processes
- Understand and respond to potential impacts to people, properties and the local community and, to minimise AGL, PARF and First Solar's disruption in the community
- Inform the local community and stakeholders of any planned activities including work hours, potential traffic disruptions, high noise generating activities and works outside of normal operational hours
- Understand how AGL and PARF can positively contribute to the Broken Hill community for the lifespan of the project and create a positive, lasting legacy, with a minimum of four engagement activities per financial year.

3. Project Context

AGL is one of Australia's leading integrated energy companies, with 3.6 million residential and small business customer accounts throughout Australia and a large generation portfolio with a total capacity of 10,246 MW. This portfolio includes the operation a range of fossil fuel fired generators and Australia's largest renewable energy generation fleet.

In 2015 AGL released its Greenhouse Gas Policy which confirmed our support of the global goal to limit warming to 2°C and made a range of public commitments. These include, among others, commitments to:

- Continue to provide customers with safe, reliable, affordable and sustainable energy options;
- Not build, finance or acquire any new conventional coal fired power stations; and
- Not extend the life of any of our existing coal-fired power stations.

Within the context of these commitments, in 2022 AGL will close the 2,000MW Liddell coal-fired power station, located in the Hunter Valley, NSW.

It is also within the context of these commitments that AGL is seeking to begin the process of replacement of the Liddell power station. The Plant will contribute to this replacement, providing affordable clean energy

into the National Electricity Market. The location is close to the Broken Hill transmission substation operated by Transgrid which is considered a robust part of the NSW grid.

4. Powering Australian Renewables Fund (PARF)

The Plant is owned by the PARF. The PARF is a partnership created by AGL to develop, own and manage approximately 1,000 MW of large-scale renewable energy infrastructure assets and projects. These projects will help meet Federal Government targets and spur investment and development in support of Australia's transition to a low-carbon economy.

In July 2016, AGL announced QIC, on behalf of its clients the Future Fund and those invested in the QIC Global Infrastructure Fund, as its equity partner in the \$2-3 billion PARF.

In November 2016, AGL announced on behalf of the PARF that it had reached financial close on selling its 102 MW Nyngan and 53 MW Broken Hill solar plants into the PARF. Following this, in January 2017, AGL announced it had reached financial close on the sale of the 200 MW Silverton Wind Farm project in western NSW.

In August 2017, AGL announced it had reached financial close on the sale to the PARF of the 453 MW Coopers Gap Wind Farm at Cooranga North, approximately 250 km north west of Brisbane. The Coopers Gap Wind Farm will be the largest wind farm in Australia when complete.

5. Community Context

The site is located approximately five kilometres southwest of the Broken Hill township, adjacent to Willyama Common. The Plant occupies approximately 140 hectares of land bounded by the Barrier Highway to the north and the Peterborough-Broken Hill rail line to the south. The site is Crown Land administered by the NSW Department of Primary Industries, Catchment and Lands Division.

The Broken Hill LGA covers 170 square kilometres with a total population of over 18,000 people. The main industries in the LGA include health care, social assistance, mining, retail, education, government services, tourism, manufacturing, construction, agriculture, business services and transport.

An analysis of the jobs held by the resident population in Broken Hill City in 2016 shows the three most popular industry sectors were:

- Health Care and Social Assistance (1,260 people or 18.3%)
- Retail Trade (829 people or 12.0%)
- Mining (746 people or 10.8%)

In combination, these three industries employed 2,835 people in total or 41.1% of the total employed resident population.

In comparison, Regional NSW employed 14.4% in Health Care and Social Assistance; 10.3% in Retail Trade; and 2.4% in Mining.

Analysis of the service age groups of Broken Hill City in 2016 compared to Regional NSW shows that there was a lower proportion of people in the younger age groups (0 to 17 years) and a higher proportion of people in the older age groups (60+ years).

Overall, 19.9% of the population was aged between 0 and 17, and 28.9% were aged 60 years and over, compared with 22.1% and 27.2% respectively for Regional NSW.

Analysis of the Aboriginal and Torres Strait Islander service age groups in Broken Hill City in 2016 compared to the Aboriginal and Torres Strait Islander population in New South Wales - ATSI shows that there was a higher proportion of people in the younger age groups (0 to 17 years) and a lower proportion of people in the older age group (65+ years).

Overall, 41.5% of the Aboriginal and Torres Strait Islander population in Broken Hill City was aged between 0 and 17, and 4.3% were aged 65 years and over, compared with 40.8% and 5.4% respectively for the Aboriginal and Torres Strait Islander population in New South Wales - ATSI.

Analysis of the qualifications of the population in Broken Hill City in 2016 compared to Regional NSW shows that there was a lower proportion of people holding formal qualifications (Bachelor or higher degree; Advanced Diploma or Diploma; or Vocational qualifications), and a higher proportion of people with no formal qualifications.

Overall, 37.0% of the population aged 15 and over held educational qualifications, and 48.7% had no qualifications, compared with 46.2% and 41.7% respectively for Regional NSW.¹

AGL's community engagement and communications recommended in this plan utilise the community context and demographics of the community to ensure AGL and PARF:

- Engage with the right people;
- Use language and communications techniques that obtain cut-through with youth and the aging population, the indigenous community and a certificate level educated audience; and
- Understand local priorities and issues.

Using this evidence-based approach will ensure AGL's community engagement is effective and is tailored to the Broken Hill community.

Although the Project is proposed within the Broken Hill LGA, AGL recognises that there may be interested stakeholders who are not from the region and AGL are willing to engage with those stakeholders. Further, through attending community events AGL often engages with stakeholders who are not from this region.

6. Stakeholder Identification and Mapping

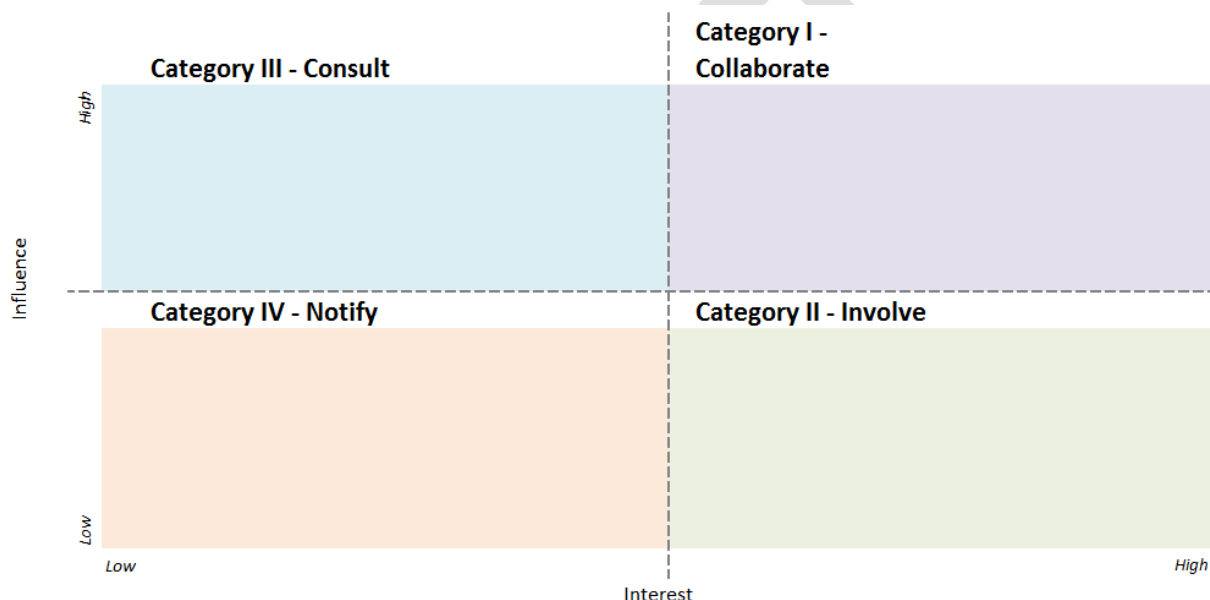
AGL understands that interest in the Plant may not just be from directly affected landowners and neighbours, but will extend to the broader community. AGL engages with individuals and stakeholder groups outside the directly affected project area as appropriate. Further, AGL acknowledges that the Plant may impact businesses, education facilities, healthcare centres, local Aboriginal Land Councils and others.

¹Demographic and economic data taken from Broken Hill Community Profile, <http://profile.id.com.au/broken-hill/about>

Individual stakeholders have and will continue to be identified within each of the stakeholder groups and an internal database has been established to record and report on all communication and engagement activities.

Stakeholder mapping has been undertaken to identify those who may experience impacts (both positive and negative) and those with an interest in the Plant. Stakeholders have been identified and categorised according to their levels of impact and interest, previous experience of AGL working with similar stakeholder groups, and their potential level of involvement with the Plant, as per the stakeholder categorisation tool in Figure 1.

Figure 1 Stakeholder Identification Tool²



The stakeholder analysis tool categorises stakeholders in the following way:

- Category 1: stakeholders on which the Plant is likely to have a high level of impact (positive and negative) and those with a high level of interest in the Plant. This includes neighbours, residents, and businesses in close proximity to the Plant, local councils, relevant NSW Government Departments and Members of Parliament.
- Category 2: stakeholders on which the Plant is likely to have a high level of impact (positive and negative) but who have a lower level of interest in the Plant. This includes residents and businesses located further from the Plant.
- Category 3: stakeholders who have considerable interest in the Plant but on whom it has a relatively low impact.

² Stakeholder Identification Tool, Department of Mines, Industry Regulation and Safety, Government of Western Australia, 2017.

- Category 4: stakeholders with comparatively little interest in the Plant and on whom it has little or no impact.

Table 4 outlines a high-level categorisation of stakeholders.

Table 4 The Plant Stakeholder Map

Category 3 - Consult	Category 1 - Collaborate
<ul style="list-style-type: none"> • Interested community and environment groups • NSW Aboriginal Land Council • Local media <ul style="list-style-type: none"> ◦ Barrier Daily Truth Daily • Local utilities 	<ul style="list-style-type: none"> • Landowners (whom AGL will purchase property, or have an easement) • Near neighbours • Commonwealth Department of Environment and Energy • Federal Minister for the Environment • NSW Minister for the Environment • NSW Minister for Planning • NSW Minister for Energy and Utilities • NSW Government: <ul style="list-style-type: none"> ◦ Department of Planning and Environment (DPE) • Broken Hill City Council • Mayor Darriea Turley • Councillor Dave Gallagher • Council staff • First Solar (operates the plant) • Powering Australian Renewables Fund (PARF) – Katie Barnett
Category 4 – Notify	Category 2 – Involve
<ul style="list-style-type: none"> • Residents and businesses in the broader area • Broken Hill Chamber of Commerce • Lions Club of Broken Hill 	<ul style="list-style-type: none"> • NSW Government <ul style="list-style-type: none"> ◦ Central West Local Land Services ◦ Division of Resource and Energy (DRE) ◦ Office of Environment and Heritage (OEH) ◦ Environmental Protection Authority (EPA) • ARENA • State Member for Barwon (Kevin Humphries) • Federal Member for Parkes (Mark Coulton) • Broken Hill Local Aboriginal Land Council (Maureen O'Donnell 'Aunty Maureen') • Shadow Minister for Environment and Heritage • Shadow Minister for Industry, Resources and Energy • NSW Greens Spokesperson for Energy • NSW Farmers • Broken Hill Art Exchange

Stakeholder Approach

Stakeholder group	Relationship owner	Objective of relationship	Strategy
Government – Ministers (and/or office of)			
Office of Hon Gabrielle Upton MP, NSW Minister for the Environment	Tony Chappel (with support from Marina Draper)	<ul style="list-style-type: none">To ensure that NSW State Government is informed of how the Plant supports energy supply for NSW.To ensure the NSW Government supports and endorses the operation of the Plant.	<ul style="list-style-type: none">Provide regular update briefings for key staffers and escalate to Ministers when required.
Office of Hon Anthony Roberts MP, NSW Minister for Planning			
Office of Hon Don Harwin MLC, NSW Minister for Energy and Utilities			
Government – Departments			
Anthony Ko, Planning Officer, Department of Planning & Environment	Marina Draper	<ul style="list-style-type: none">To ensure that the assessing bureaucrats understand how the Plant addresses energy supply in the State.To ensure the NSW Government supports and endorses the operation of the Plant.	<ul style="list-style-type: none">Provide early and regular update briefings for key staffers via face to face meetings and formal documentation as required.
Division of Resource and Energy (DRE)			
Office of Environment and Heritage (OEH)			
NSW Department of Primary Industries – Water (DPI Water)			
Department of Industry (DoI)			
Environmental Protection Authority (EPA)		<ul style="list-style-type: none">To ensure that the EPA understand potential environmental impacts and AGL’s proposed mitigations to prevent objection to the project.	<ul style="list-style-type: none">Provide early and regular update briefings for key staffers via face to face meetings and formal documentation as required.



Government – Federal and State MPs

Kevin Humphries MP, State Member for Barwon	Marina Draper	<ul style="list-style-type: none"> • To ensure that NSW local MPs are well informed on the Plant and any milestones. 	<ul style="list-style-type: none"> • Provide early and regular update briefings via face to face meetings as required.
Hon Rick Colless MLC, Parliamentary Secretary for Natural Resources and Western NSW	Marina Draper	<ul style="list-style-type: none"> • To ensure NSW local MPs are supportive of the Plant or creates no opposition which would impact on its operation. • Understand how AGL can positively contribute to the Broken Hill community. 	<ul style="list-style-type: none"> • Provide early and regular update briefings via face to face meetings as required.
Mark Coulton MP, Federal Member for Parkes	Marina Draper	<ul style="list-style-type: none"> • To ensure that Mr Coulton is well informed on the Plant. • Ensure Mr Coulton is supportive of the Plant or creates no opposition which would impact on its continued operation. • Understand how AGL can positively contribute to the Broken Hill community. 	<ul style="list-style-type: none"> • Provide early and regular update briefings via face to face meetings as required.

NSW Government – Crossbench

Penny Sharpe, Shadow Minister for Environment and Heritage			
Adam Searle, Shadow Minister for Industry, Resources and Energy		<ul style="list-style-type: none"> • Transparently communicate with key stakeholders on AGL and PARF's ongoing operations. 	<ul style="list-style-type: none"> • Provide early and regular update briefings via face to face meetings as required.
Jeremy Buckingham MLC, Greens Spokesperson for Energy	Marina Draper	<ul style="list-style-type: none"> • To ensure Shadow Ministers, key Parliamentarians and Parties are supportive of the plant or create no opposition which would impact AGL or PARFs reputation. 	
Shooters, Fishers and Farmers Party			



Broken Hill Council

- Mayor
- General Manager
- Councillors

- Marina Draper
- To ensure that the Council is supportive of the Plant and can show leadership within the community.
 - Council formally supports Plant operations.
 - Communicate and engage with key stakeholders.
 - Understand how AGL and PARF can positively contribute to the Broken Hill community.

- Provide early and regular update briefings via face to face meetings as required.

Community

Neighbours adjacent to site

- Doug Hunt
- Inform landowners / close neighbours early about operations and what it means for them.
 - Ensure landowner support for the plant and minimise any negative opinions.
 - Equip landowners / close neighbours with information about the Plant which facilitates their own discussions with neighbours and community members.

- Face to face meetings as required.
- Written advice as appropriate.

Community Dialogue Group

- Marina Draper
- Seek broad community support for the Plant via a CDG forum if there is an appetite for it.
 - Inform the community and minimise any negative sentiment towards Plant operation.
 - Understand how AGL and PARF can positively contribute to the Broken Hill community.
 - Transparently communicate and seek input and feedback from key stakeholders on AGL's Plant operation, if appropriate.

- Establish Terms of Reference for the Group.
- Advertise for Expressions of Interest.
- Recruit an independent Chair to coordinate regular meetings.



Local Aboriginal Groups
(including Broken Hill Local Aboriginal Land Council and
Gallangabang Aboriginal Corporation)

Marina Draper

- Understand how AGL and PARF can positively contribute to the Broken Hill community.
- Seek support for Plant operation.

- Initial briefing on proposed project.
- Regular phone calls (and face to face meetings if required).

Potential objectors to the Plant

Marina Draper

- Create trust and transparency with potential objectors to minimise any negative sentiment towards Plant operation.
- Understand how AGL can positively contribute to the Broken Hill community, and work with objectors so they become supporters.

- Initial briefing on proposed project.
- Regular phone calls (and face to face meetings if required).

Media

Local media

- Barrier Daily Truth

National media

(including The Land)

AGL media team, with approval from PARF

- To ensure that relevant media is informed of how the proposal supports energy supply for NSW, project timelines and benefits to the State. Ensure key messaging about PARF assets are communicated.
- Ensure positive reporting.

- Briefings with local reporters as required (e.g. as Plant reaches key milestones, when AGL holds consultation events).
- Develop suite of media materials including key messages, Q&As etc.
- As determined by AGL media team.

NSW Farmers

Marina Draper
(with support from Tony Chappel)

- Understand how AGL and PARF can positively contribute to the Broken Hill community.
- To seek broad support in the region for the project.
- To create understanding of the importance of the project for reliable, sustainable and affordable energy in NSW.

- Initial briefing on proposed project.
- Update when project reaches any key milestones.

7. Community Engagement Strategy

AGL's Community Engagement Commitments

This Plan is part of AGL's commitment to our proposals, activities, operations and projects being conducted in a way that demonstrates and contributes enduring benefits to the local communities where we propose activities and operate assets. This commitment is based on AGL's Community Engagement Policy (2017) (Appendix 1) and will be achieved through the integrated consideration of social, environmental, ethical and economic impacts of our actions. It aims to deliver community engagement activities through honest and transparent processes.

The following outlines AGL's commitments to the Broken Hill community and the broader region during the planning, approval, construction and operational stages of the Project. AGL will:

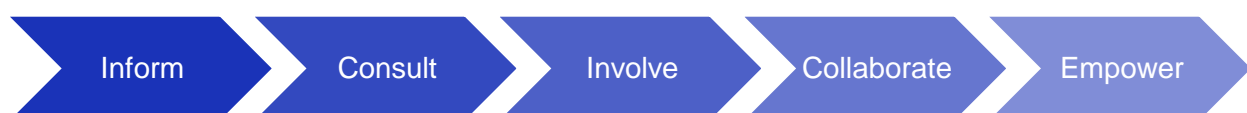
- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- **Be transparent:** we will act honestly and ethically in all our dealings with the communities in which we operate.
- **Support our employees and contractors to engage well:** we will provide tools, peer support and training to enable our staff to deliver on our commitments.
- **Continuously improve our engagement:** we will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

Strategy and action plan

The Plant operation be complemented by best practice community engagement and respect for the communities with which we engage with and work. Our approach is led by the Government and Community Relations Manager (CRM) with support from the broader Stakeholder Relations team and the Group Operations team.

Our approach is guided by AGL's Community Engagement Policy (2017) which is informed by best practice approaches, including IAP2's Public Participation Spectrum (see Figure 2) and the Account Ability AA1000 Engagement Standard (2012).

Figure 2 IAP2 Public Participation Spectrum



Print and social media can be utilised to inform, consult and encourage involvement in the operation of the Plant, where appropriate. These mediums assist with the creation of a communications plan that will sit side-by-side with this plan.

The following table (Table 5) documents AGL's proposed engagement activities with a view to achieve the objectives set in this plan and actively achieve AGL's community engagement commitments.

In addition to these high-level 'inform' and 'consult' activities, the Government and Community Relations team recommend activities that will include different parties to discuss cumulative impacts to 'involve' the community and 'collaborate' with the community to create a sense of ownership between the community and the Plant.

Collaborate with the local community to create a sense of ownership for the Plant

An art competition could be held to commemorate the Broken Hill Solar Plant viewing platform to help support the rich art community in the region.

Working with the Broken Hill art community, with organisations like the Broken Hill Art Exchange, creates an opportunity for AGL to involve these groups and the broader community to create shared value and buy-in for the Plant.

An art competition would encourage positive media coverage and news stories to be generated leading into Plant operation.

Table 5: Proposed Action Plan

Activity	Stakeholder Group	Community Engagement Commitment	IAP2 Spectrum	Responsibility	Delivery date	Progress
Broken Hill City Council Community Round Table	<ul style="list-style-type: none"> Councillors Mayor General Manager 	<ul style="list-style-type: none"> Be proactive Be flexible and inclusive Be transparent 	<ul style="list-style-type: none"> Consult Involve 	<ul style="list-style-type: none"> Marina Draper 	<ul style="list-style-type: none"> May 2018 	<ul style="list-style-type: none"> Initial Council briefings held. AGL representatives will continue to attend Round Table meetings as required quarterly.
NSW Government briefings	<ul style="list-style-type: none"> NSW Minister for the Environment NSW Minister for Planning NSW Minister for Energy and Utilities 	<ul style="list-style-type: none"> Be transparent Be proactive 	<ul style="list-style-type: none"> Consult 	<ul style="list-style-type: none"> Marina Draper, supported by Tony Chappel. 	<ul style="list-style-type: none"> January 2018 (ongoing and as required) These meetings can take place with already organised briefings 	<ul style="list-style-type: none"> Initial briefings with Department of Planning held.
Local State and Federal MP briefing	<ul style="list-style-type: none"> State Member for Barwon (Kevin Humphries) Federal Member for Parkes (Mark Coulton) Parliamentary Secretary for Natural Resources and Western NSW (Rick Colless) 	<ul style="list-style-type: none"> Be proactive Be flexible and inclusive Be transparent 	<ul style="list-style-type: none"> Consult Involve 	<ul style="list-style-type: none"> Marina Draper 	<ul style="list-style-type: none"> January 2018 (ongoing and as required) 	<ul style="list-style-type: none"> Both State and Federal MPs have been updated regularly (in person, by phone and email) about the Plant and will continue to be engaged during operation.
NSW Opposition and Cross Bench briefings	<ul style="list-style-type: none"> Shadow Minister for Environment and Heritage Shadow Minister for Industry, Resources and Energy NSW Greens Spokesperson for Energy Shooters, Fishers and Farmer Party 	<ul style="list-style-type: none"> Be transparent Be proactive 	<ul style="list-style-type: none"> Consult 	<ul style="list-style-type: none"> Marina Draper, supported by Tony Chappel 	<ul style="list-style-type: none"> January 2018 - These meetings can take place with already organised briefings 	<ul style="list-style-type: none"> Stakeholders have been updated regularly (in person, by phone and email) about the Plant and will continue to be engaged during operation.
Brief NSW Farmers	<ul style="list-style-type: none"> NSW Farmers 	<ul style="list-style-type: none"> Be proactive 	<ul style="list-style-type: none"> Inform 	<ul style="list-style-type: none"> Marina Draper, supported by Tony Chappel 	<ul style="list-style-type: none"> January 2018 	<ul style="list-style-type: none"> Stakeholder has been kept informed throughout the project and will continue to be engaged during operation, as required.
Engage with landowners and immediate neighbours	<ul style="list-style-type: none"> Key players Keep satisfied 	<ul style="list-style-type: none"> Be transparent Be proactive 	<ul style="list-style-type: none"> Inform Consult 	<ul style="list-style-type: none"> Doug Hunt, supported by Marina Draper 	<ul style="list-style-type: none"> January 2018 	<ul style="list-style-type: none"> Ongoing
Community events	<ul style="list-style-type: none"> Key players, keep satisfied, keep informed, minimal effort Social and traditional media to be utilised 	<ul style="list-style-type: none"> Be proactive Be flexible and inclusive Be transparent 	<ul style="list-style-type: none"> Consult 	<ul style="list-style-type: none"> Marina Draper to organise and project manage 	<ul style="list-style-type: none"> Events to be determined E.g. Broken Hill Broken Heel festival, music festivals and the Broken Hill Art Exchange 	<ul style="list-style-type: none"> AGL has successfully engaged with community groups and event organisers

8. Key Messages

Investing in renewable energy in NSW

- AGL is one of Australia's leading integrated energy companies and largest ASX listed owner, operator and developer of renewable energy generation in the Australia.
- AGL has made significant investments in renewable energy, including AGL's Nyngan and Broken Hill solar plants, Australia's largest utility-scale solar photovoltaic (PV) power plants.
- AGL is committed to creating a sustainable energy future for Australia.
- Solar energy can make an important contribution to greenhouse gas reduction and other carbon emission minimisation schemes.
- Solar plants are power stations that use energy from the sun to generate electricity. Photovoltaic (PV) modules convert sunlight into electricity which is fed into the electricity grid.

The Broken Hill Solar Plant

- Broken Hill is fast becoming a renewable energy hub in New South Wales.
- The Broken Hill Solar Plant produces enough electricity annually to meet the needs of approximately 17,000 average NSW households.
- The site is located approximately five kilometres southwest of the Broken Hill township, adjacent to Willyama Common. The solar plant occupies approximately 140 hectares of land bounded by the Barrier Highway to the north and the Peterborough-Broken Hill rail line to the south.
- The Plant has cost \$64.9 million to construct.
- During construction, the Broken Hill Solar Plant employed up to 150 locals in construction jobs.

AGL's operational solar assets in NSW

- AGL has delivered large-scale solar plants with a total nominal capacity of 155 MW at two locations in New South Wales – Nyngan and Broken Hill.
- Nyngan (102 MW) and Broken Hill (53 MW) were selected by AGL due to a combination of strong solar resources, proximity to the existing electrical grid, relatively flat, rural topography and the existence of appropriate buffers to residential areas.
- The Broken Hill Solar Plant produces enough electricity annually to meet the needs of approximately 17,000 average NSW households.

The Powering Australian Renewables Fund

- The Fund is a landmark \$3 billion partnership launched by AGL in February 2016 to spur investment and development in support of Australia's transition to a low-carbon economy.

- PARF has a strong reputation for being a safe owner of world-class assets with positive community engagement, supporting PARF and AGL's social licence to operate.
- PARF is proud to be working with AGL, Australia's leading integrated energy retailer.
- PARF owns the portfolio of renewable assets including Broken Hill Solar Plant, Nyngan Solar Plant, Coopers Gap Wind Farm and Silverton Wind Farm. AGL is PARF's Asset Manager for all assets within the PARF portfolio and developer for all Development Assets.
- Over its first two-three years of operation, the PARF will develop, own and manage approximately 1,000 megawatts of large-scale renewable energy assets. That's enough to power another 530,000 average Australian homes annually. It also represents 20 percent of the estimated 5,000 MW of new renewable generation required by 2020 to meet the Federal Government's Renewable Energy Target (RET).

Community engagement

- AGL is committed operating the Broken Hill Solar Plant in a way that minimises adverse local impacts and maximises the benefits of the Plant to the local community and broader population.
- AGL is committed to directly engaging with the local community in an open and transparent manner that encourages dialogue and seeks their feedback.

9. Community Feedback Strategy

Although AGL's Community Engagement Strategy allows for community members to submit feedback through multiple channels, AGL also has a dedicated email address and 24/7 contact number to ensure community members can provide feedback and complaints through a method that they are comfortable with.

AGL has developed a Community Complaints and Feedback Framework (Appendix 2) to ensure AGL employees manage feedback and complaints in a uniform way.

Feedback Method	
Website	https://www.agl.com.au/brokenhill
24-hour Enquiries and Complaints Hotline	An Enquiries and Complaints Hotline is available for all stakeholders to contact with questions and is available 24/7. 1800 039 600
Email	The AGL Community email address allows stakeholders to provide feedback, or ask questions. AGLCommunity@agl.com.au

10. Evaluation and Monitoring

To ensure this Plan remains effective, it is critical that ongoing reporting is undertaken so that performance can be measured, activities can be reviewed, and new tools identified to meet community needs.

A regular review of feedback will be completed by the CRM to assist with the identification of any areas for improvement. A review of comments and complaints captured as part of AGL's activities will facilitate this review.

Maintaining consultation records

A record of all community engagement activities will be maintained in Consultation Manager™. AGL staff will update the online database, recording all contact with stakeholders, including enquiries, complaints and meetings. All actions will be documented.

Monitoring

Monitoring and evaluating the effectiveness of consultation activities is an important process and will be undertaken regularly. This is to ensure activities are streamlined, effective, appropriate and adequate in addressing all stakeholders and community needs. This process includes reviewing all community feedback regularly.

AGL will monitor how well they are meeting the community's consultation and communication expectations by reviewing and taking on board feedback received from surveys, and the 24-hour information line.



11. Appendix

Appendix 1: AGL's Community Engagement Policy

Aspiration

Leave a positive legacy: AGL will strive to make a net positive social, economic and environmental contribution to the communities in which we operate.

Vision

AGL will be a trusted and respected member of the communities in which it operates.

AGL's community engagement will exceed baseline regulatory requirements.

Scope

This Community Engagement Policy applies to all AGL employees, contractors, projects, services and joint ventures under AGL's control. Our Community Engagement Standard sets out how we implement this policy.

AGL's Community Engagement Commitments

AGL will:

- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which we operate.
- **Be transparent:** we will act honestly and ethically in all our dealings with the communities in which we operate.
- **Support our employees and contractors to engage well:** we will provide tools, peer support and training to enable our staff to deliver on our commitment.
- **Continuously improve our engagement:** we will evaluate the effectiveness of our engagement and modify it as needed to ensure that our activities address community needs and expectations.

Andy Vesey
CEO and Managing Director
AGL Energy Limited

February 2017



Appendix 2: AGL's Community Complaints & Feedback Policy

Purpose

This Policy sets out AGL's commitment to the effective management of complaints and feedback made by members of the community about our assets, operations, existing or planned projects and other activities or our complaint handling.

Ownership

AGL's Head of Government & Community Relations owns this Policy and associated resources.

Scope

This Policy applies to complaints and feedback made by community members about AGL assets, operations, existing or planned projects and other activities. Complaints and feedback may relate to plans, actions, decisions, impacts or complaint handling. Any AGL customer related complaints and feedback (e.g. account or billing enquiries, service complaints and service suspensions) are managed by AGL Customer Markets and are excluded from the Policy.

This Policy applies to all AGL employees, contractors, projects, services and joint ventures under AGL's control. The *AGL Community Complaints & Feedback Procedure* sets out how we implement this Policy.

AGL's Community Complaints and Feedback Commitments

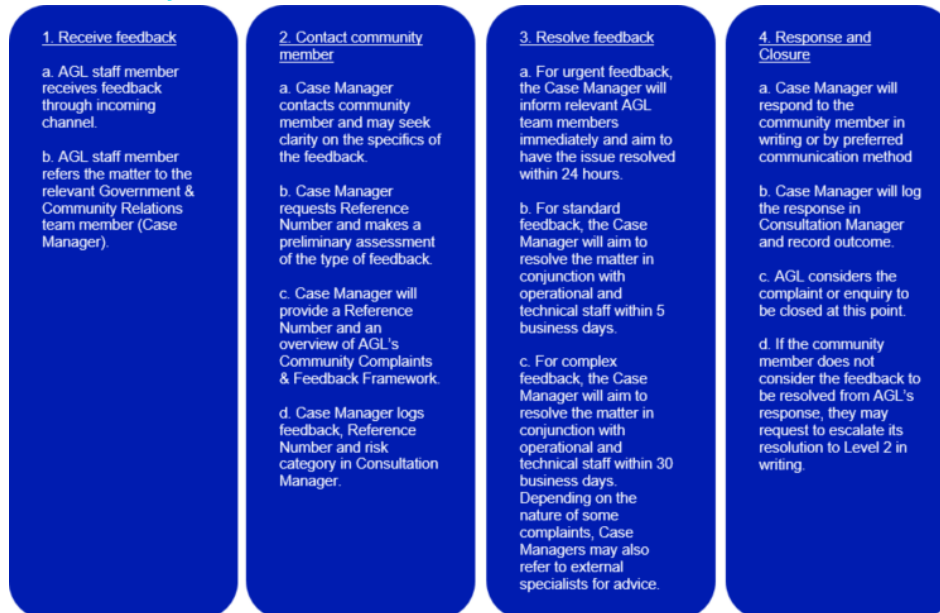
These commitments are aligned with AGL's *Complaints & Feedback Management Framework* and adopt the best practice principles outlined in the *Australia and New Zealand Standard 10002:2014 Guidelines for Complaint Management in Organisations*.

AGL will:

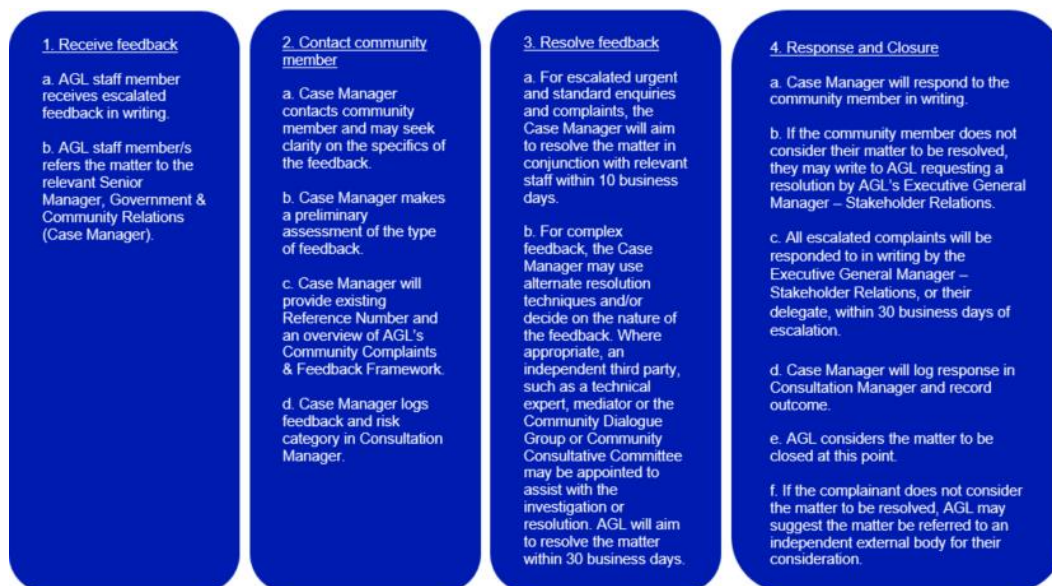
- Address issues before they become a potential area of complaint.
- Promote a culture that respects the rights of community members to lodge complaints and feedback in relation to our work.
- Ensure that the channels to provide complaints and feedback to AGL are clearly communicated to members of the community.
- Respond to feedback promptly and provide updates to complainants during the process, in adherence with the timeframes in our *Community Complaints & Feedback Framework*.
- Act transparently in our dealings with complainants and enquirers, by managing feedback in an equitable, objective and unbiased manner.
- Achieve consistent, prompt and highly effective feedback and complaint handling, through clear communication and high staff awareness of the process.
- Empower and enable frontline staff to resolve issues quickly.
- Continually improve the complaint and feedback management process by monitoring and reviewing our actions at regular intervals, as outlined in our *Community Complaints and Feedback Framework*.

Our procedures enable a consistent, prompt and highly effective approach to handling feedback from members of the community.

Level 1: Early Resolution – we aim to resolve most feedback at this level



Level 2: Internal Review and Escalation



Level 3: Conciliation and Closure

