



Gloucester Exploration and Pre-construction Community Engagement Plan

Gloucester Gas Project

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Document Revision History

Date	Version	Author	Review	Comment
2012	1	T Ryan		
2014	2	A Crocker	AGL Internal RW; AKC; JD; TL; BH; JR; GC; KL	



Review and update procedures

This Gloucester Exploration and Pre-construction Community Engagement Plan (the Plan) will be reviewed and, if necessary, amended and updated:

- > on an annual basis by the AGL Gloucester Gas Project Community Relations Manager (CRM);
- > following any major incident (review may be restricted to applicable sections);
- > upon receipt of new regulatory approval conditions, licences and permits;
- > when directed by any appropriate regulator; and
- > in the lead up to the construction, commissioning and operational phase of the project.

Application

This Plan addresses the community engagement requirements of the Gloucester Gas Project Petroleum Exploration Licence (PEL 285) and NSW Department of Trade and Investment Community Consultation Guideline.

In addition, this Plan has been reviewed and updated to incorporate the requirements of the Stage 1 Part 3A Project Approval requirements relevant to community consultation.

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

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Abbreviations

Abbreviation	Definition
Aconex	Internal document Management System
AGL	AGL
CM	Consultation Manager
CRM	Community Relations
CSG	Coal Seam Gas
EP&A Act	Environmental Planning and Assessment Act 1979
EPBC Act	Environmental Protection and Biodiversity Conservation Act 1999
EPA	Environmental Protection Agency
EWMS	Extracted Water Management Strategy
FEED	Front End Engineering Design
GCCC	Gloucester Community Consultative Committee
GFDA	Gas Field Development Area
GGP	Gloucester Gas Project
GSC	Gloucester Shire Council
IAP2	International Association for Public Participation
LGA	Local Government Area
OCSG	Office of Coal Seam Gas
PEL	Petroleum Exploration



1. Community Engagement

AGL Energy Limited (AGL) has developed six key guiding principles for community engagement that are general statements of good practice.

These principles do not prescribe specific ways to engage. Many factors, including the type, scale and location of each individual operation, create unique conditions requiring a tailored application of the principles to achieve the most practical outcome.

AGL is committed to working with stakeholders and communities to understand positive and negative impacts of our projects and ensure that concerns are addressed wherever possible. We support and nurture meaningful community participation. AGL understands that trust is key in developing and maintaining long term partnerships with landholders, interested stakeholders and the Gloucester community.

The principles provide guidance as to how engagement should be undertaken with stakeholders and the community. These guiding principles are:

1. Knowing where you stand - We want to understand the communities in which we operate. We combine a local presence, local knowledge and targeted research to understand attitudes to what we do and how we may impact upon communities.

2. Creating a digital mirror - We use current technology to provide opportunities for whole communities to be informed and involved in our projects. Online, interactive consultation portals will be an integral part of reaching as many people as possible with the information they need.

3. Keeping it local - We take every opportunity to employ local people where appropriate to do so, involve local communities and build local relationships. We seek feedback from the communities in which we operate, to improve the way we work together for their long term interest.

4. Showing not telling - We provide opportunities for communities to see and experience how we operate, including running site tours, equipment inspections and site-based community information centres.

5. Doing what we say we'll do - We want to deliver on our promises to the community and be trusted to do so. We record, measure and report on our commitments to ensure we are keeping them.

6. Building internal capability - We continuously review and improve our internal communication strategies and activities at all levels of our company, so that the whole of AGL is informed, engaged and committed to the promises we make.



2. Preface

2.1 Context of coal seam gas and the Gloucester community

This Exploration and Pre-construction Community Engagement Plan (the Plan) is part of AGL's commitment to deliver community consultation activities through honest and transparent processes and is in compliance with relevant approvals and requirements of the Gloucester Gas Project (GGP).

AGL has been operating in Australia for over 175 years. We are the largest private owner, operator and developer of renewable generation assets, making us one of Australia's leading renewable energy companies. We operate within a highly regulated statutory government framework in retail, merchant energy and upstream gas businesses.

Natural coal seam gas is an energy source that emits less carbon dioxide than coal when used for electricity generation. NSW coal seam gas projects have the potential to provide greater security of gas supply as they will reduce NSW's dependence on gas from other states. Coal seam gas is cleaner than oil and much cleaner than coal.

The GGP will create opportunities for the local community and more broadly NSW by creating new jobs in the local community, compensating property owners, and generating new tax revenue for both the state and federal governments, as well as setting NSW on the path to greater gas energy self-reliance.

While AGL is required to comply with a strict regulatory framework bound by a rigorous and regulated framework that can be monitored, evaluated and continuously improved, we recognise that to establish trust within the Gloucester community we need to demonstrate our willingness to operate openly and transparently.

AGL understands that community engagement is central to our project and we are committed to building and maintaining relationships based on mutual respect and trust with all interested stakeholders.



3. Purpose of this Plan

This Plan provides guidance as to how stakeholder and community engagement will be conducted during the exploration and pre-construction phases of the GGP.

This Plan has been developed for the exploration, Front End Engineering Design (FEED) and pre-construction phases of the project. Further plans will be developed (or updated) for the construction and operation phases of the project.

The Plan outlines how and when information will be provided and when the community will be asked for feedback that will be considered during project decision making processes.

This Plan takes into consideration the requirements of Petroleum Exploration Licence 285 (PEL 285) and the Gloucester Gas Project Stage 1 Project Approval (Part 3A Approval) issued under the *Environmental Planning and Assessment Act 1979* (NSW) (EP&A Act).

Input was sought from the community in developing the first draft of this Plan in 2011, with three independently facilitated community focus group meetings in Gloucester and Stroud Road in September and October 2011 respectively.

The main objectives of the focus group sessions were to engage a diverse representation of community members from the local area, obtain qualitative feedback and use this input to refine the Plan.

Each revision of this Plan will be presented to the CCC and the Gloucester Dialogue. In addition, the Plan will be submitted to the Secretary of the Department of Planning and Environment for approval at the relevant times required under the Part 3A Approval.

The Plan has been developed to show how AGL will:

- > identify relevant stakeholders;
- > ensure stakeholders are informed of the proposed program of work for PEL 285 and relevant conditions of the Part 3A Approval and notified prior to the commencement of any authorised activities;
- > ensure stakeholders are aware of any real or potential impacts;
- > provide a clear indication of the purpose of consultation, including what is negotiable and what is non-negotiable;
- > identify levels of participation and commitment;
- > identify channels of communications that allows for the identification of potential issues and feedback;
- > provide feedback to the community on how their input has influenced decisions;
- > maintain consultation records including any complaints received, feedback provided and actions in response; and
- > outline a dispute resolution processes in case of disagreement between parties including provision for an independent arbitrator.



In addition, the Plan will:

- > satisfy the PEL 285 conditions relating to community and stakeholder engagement;
- > satisfy the relevant community information, consultation and involvement conditions in the Part 3A Approval;
- > address the NSW Government's *Guideline for community consultation requirements for exploration* (the Guideline); and
- > address the principles and requirements for stakeholder consultation in the *Code of Practice for Coal Seam Gas: Fracture Stimulation Activities*.

Conditions 56 and 57 of PEL 285 provides as follows:

- > *56. The licence holder must carry out community consultation in relation to the planning and conduct of prospecting operations authorised under this licence in accordance with the Guidelines for community consultation requirements for exploration (NSW Trade & Investment, 2012), as amended or replaced from time to time.*
- > *57. An annual report on Community Consultation must be submitted to the Department within 28 days following the grant anniversary date which details the licence holders' compliance with the Guidelines for community consultation requirements for exploration.*

In relation to the Part 3A Approval, the following condition relates to community information, consultation and involvement:

Condition 6.5 Community and Stakeholder Engagement

The proponent shall prepare a community and stakeholder engagement plan which outlines measure for disseminating information on the development status of the project and methods for actively engaging with surrounding landowners, members of the community and affected stakeholders regarding issues that would be of interest/concern to them during the detailed design), construction and operation of the project. This may include distribution of community newsletters, stakeholder meeting, community consultative committees and opportunities for site visits. The plan shall include but not be limited to:

- a. Procedures to finalise the detailed design of the project including gas well location and gas transmission pipeline route in consultation with landowners*
- b. Measures and procedures to work consultatively with landowners during construction and operational activities so as to minimise intrusion and disruption to existing land use including agricultural activities*
- c. Measures and procedures to consult with affected stakeholders (including the owners of existing infrastructure within the proposed pipeline easement, mineral titleholders and quarry and mining operators) to minimise design, construction or operational impacts on existing infrastructure and future development potential and to manage cumulative impacts from neighbouring development*



- d. Procedures to inform the local community of planned construction activities including construction traffic routes, potential traffic disruptions, high noise generating activities and works outside of normal construction hours, and*
- e. Dispute resolution processes in case of disagreement between parties including provision for an independent arbitrator.*

A summary of the consultation conditions of the Part 3A Approval is set out in Appendix A.



4. Project Overview

The GGP is located within the Local Government Area of Gloucester, NSW, approximately 100 kilometres north of Newcastle and is situated within the area subject of PEL 285 issued under the *Petroleum (Onshore) Act 1991* (NSW) (PO Act), as shown in Figure 1. The project is wholly owned and operated by AGL.

The GGP includes:

- > a concept plan area;
- > Stage 1 gas field development area (GFDA) with 110 gas wells and associated infrastructure;
- > a central processing facility to treat gas and water;
- > a 15MW gas-fired electricity generating facility;
- > a gas transmission pipeline between the central processing facility and an existing gas supply network; and
- > a delivery station to connect the transported gas to the existing Sydney-Newcastle trunk pipeline.

On 31 July 2008, a concept plan application for the GGP and a major project application for part of the GGP were lodged under Part 3A of the EP&A Act. Director-General Requirements for the GGP were issued on 26 August 2008, and an environmental assessment of the GGP was undertaken.

On 22 February 2011, the independent NSW Planning Assessment Commission determined to grant concept plan approval for the GGP (Concept Plan Approval), and Part 3A Approval. Both approvals were upheld by the Land and Environment Court in 2012.

On 11 February 2013, the then Commonwealth Department of Sustainability, Environment, Water, Population and Communities (now Department of Environment) approved Stage 1 of the GGP under the *Environment Protection and Biodiversity Conservation Act 1999* (Cth) (EPBC Act).

In late 2012, AGL lodged the necessary petroleum production lease applications under the PO Act, as well as a pipeline licence application under the *Pipelines Act 1967* (NSW).

A modification to the Part 3A Approval (minor pipeline realignments) was approved by the Planning Assessment Commission in September 2014. A further modification to the Part 3A Approval is planned to be lodged in 2015.

The gas produced from the GGP will be used to supply AGL's industrial, commercial and residential gas customers in NSW.

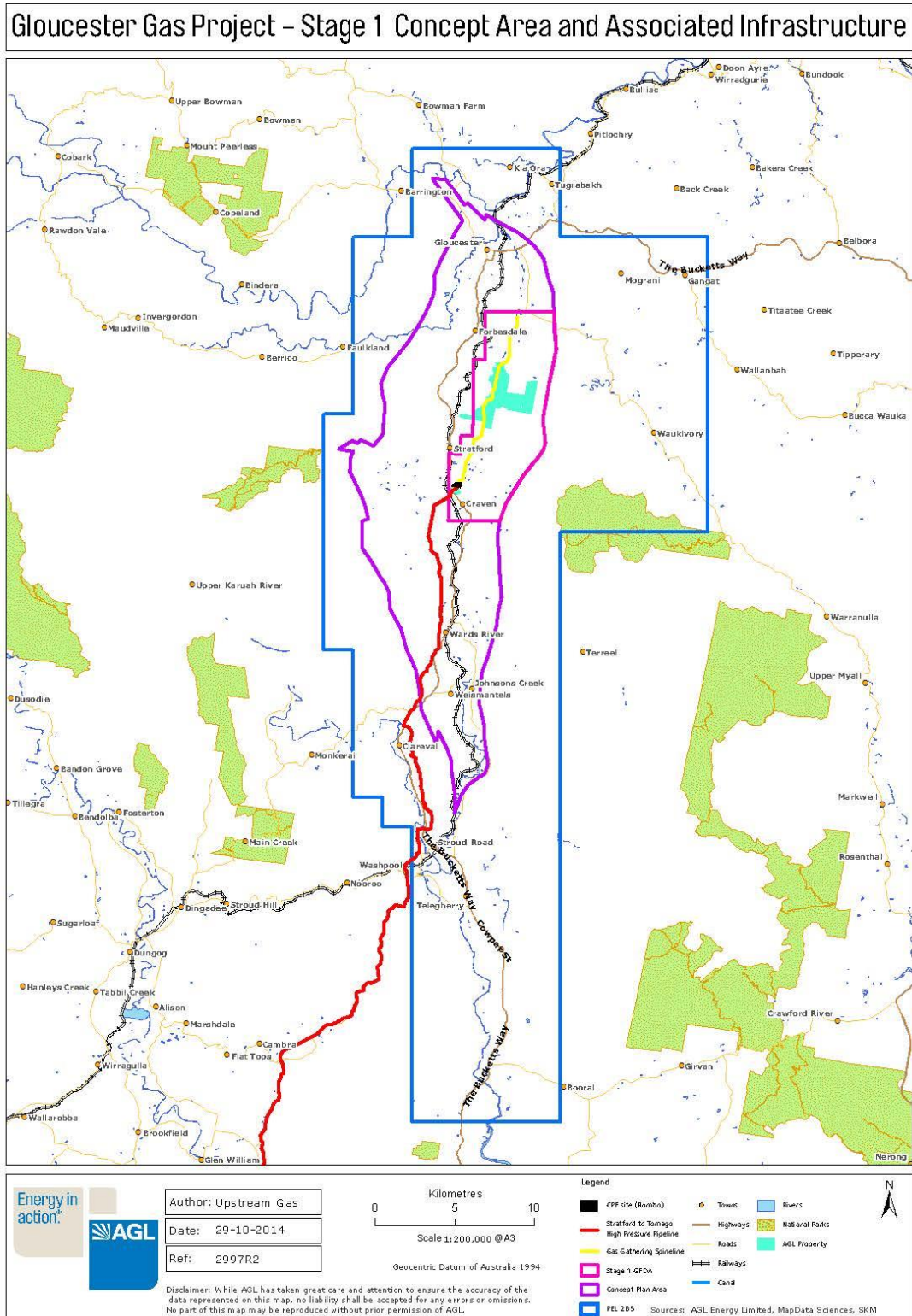


4.1 Project benefits

The GGP will significantly contribute to gas supplies to the Hunter region and the state. Specifically, the GGP represents an important development of New South Wales' resources in meeting its future energy needs through:

- > supplying up to 15% of NSW gas requirements;
- > creating employment opportunities, during exploration, construction and operation;
- > developing NSW's natural resources in an environmentally sustainable manner;
- > reducing greenhouse gas emissions intensity of energy in NSW; and
- > decreasing reliance on energy supplies from outside of NSW.

Figure 1 PEL 285, Concept Area, Stage 1 Area, and Associated infrastructure





4.2 Exploration and pre-construction activities

The exploration activities being undertaken for the GGP include:

- > seismic surveys;
- > groundwater investigations;
- > pilot well programs;
- > exploration wells such as core holes;
- > airborne magnetic and radiometric survey (aeromag); and
- > the Tiedman's Irrigation Program.

Sixteen production wells have already been drilled (although two were recently plugged and abandoned), as well as 22 core holes and 55 water monitoring bores and surface locations.

In 2014, AGL is carrying out a number of exploration activities, including the Waukivory Pilot Project.

Further exploration activities, as described above, are planned for 2015, within the concept plan area outside of the Stage 1 GFDA.

The pre-construction activities being undertaken for the GGP include:

- > undertaking the Front End Engineering Design (FEED) for the field development, central processing facility and the Stratford to Tomago gas pipeline. The purpose of the FEED is to provide sufficient definition of the project scope to develop a capital cost estimate and specify technical requirements for detailed design;
- > conducting geotechnical investigations to inform the detailed design phase;
- > surveying the Stratford to Tomago pipeline alignment; and
- > developing plans and strategies required to meet the pre-construction conditions of consent required under the Part 3A project approval.

4.2.1 Seismic surveys

AGL has conducted a 50km² 3D seismic survey and 153km of 2D seismic surveys. These surveys inform AGL's understanding of the regional geology of the Gloucester Basin.

Further seismic surveys will be carried out in future stages of the project.

4.2.2 Groundwater investigation

AGL's local water studies are:

- > installation of regional water monitoring network;
- > regional water level and water quality monitoring program;
- > telemetry of water levels and salinity from selected sites;
- > fault investigations;
- > Tiedmans irrigation program;
- > testing around small pilot programs (eg Craven06);



- > numerical modelling (local and regional);
- > Waukivory pilot monitoring program;
- > Wards River pilot – baseline monitoring; and
- > Weismantel pilot – baseline monitoring.

The regional water monitoring program involves the ongoing monitoring of water levels and water quality in dedicated monitoring bores and surface water locations in the whole of the PEL 285 area. There are currently 55 surface water and groundwater monitoring locations. This information provides an important baseline data set. There are some 20 sites within 5km of the Waukivory pilot.

4.2.3 Pilot well program

Waukivory Pilot Program

The Waukivory Pilot Program will inform AGL's understanding of gas well operation and the impact of CSG activities in the local area. The Waukivory Pilot is a group of four natural gas wells drilled in 2012 at two properties near Forbesdale.

The program will fracture stimulate and flow test gas from the four wells further to the approval granted to AGL on 6 August 2014.

The program will gather data from the wells to monitor how much water is produced from the target coal seams, assess the natural gas potential of this location and determine the connectivity and impact (if any) on overlying surface water and beneficial aquifers. The program is required to be undertaken in order for AGL to comply with its Part 3A Approval and the EPBC Approval.

4.2.4 Geotechnical work

Geotechnical investigations provide information on site and ground conditions in order to inform the design and scope planning process. Construction methodologies and equipment required to construct key elements of the project, e.g., gas pipeline and central processing facility are driven by the geotechnical investigation findings.

The purpose of a geotechnical investigation is to determine:

- > subsurface conditions;
- > depth of groundwater;
- > suitability of material for re-use;
- > backfill recommendations;
- > acid sulphate soils;
- > soil dispersion and other properties; and
- > design requirements for foundations and footing.



4.2.5 Environmental Studies

A series of additional studies have been, and will continue to be undertaken, to identify sensitive environmental constraints within the project footprint and the environmental values that are to be protected, or to minimise impacts e.g., additional survey work to inform threatened species management plans and Aboriginal heritage investigations at potential archaeological deposit sites.

4.2.6 Stratford to Tomago Pipeline alignment

A pipeline alignment review is being carried out on the preferred pipeline route within the project area and following extensive consultation and negotiation with landholders on the location of the pipeline route across their properties.

Since 2008, agreements to grant a licence and easement have been negotiated with the vast majority of landholders along the pipeline route.

Each landowner is being consulted to identify their individual Access and Restoration Requirements throughout the pipeline pre-construction and construction process. The Access and Restoration Requirements will be saved within our land data base system and all contractors will be required to address the Access and Restoration requirements.

AGL has entered into (or expects to enter into) agreements with relevant Councils, the Roads and Maritime Services, Transport for NSW and Australian Rail Track Corporation Ltd which address how AGL's pipeline may co-exist with roads and rail infrastructure. These agreements include methods of consultation between AGL and each authority during pre-construction, construction and operations.



5 Community engagement approach

5.1 Objectives of community engagement

The focus of the community engagement program for the GGP is to provide clear, effective information on the project and to engage in open dialogue by listening, recording and responding to issues where appropriate. AGL aims to:

- > engage with the community and landowners early to so that their feedback can be properly considered during the planning and decision making process;
- > understand and respond to potential issues and minimise impacts to people, properties and the local environment;
- > provide feedback to the community regarding their inputs;
- > work to ensure that AGL's operations identify impacts and have as minimal an impact as possible on the community, i.e., by coordinating truck movements around existing traffic patterns;
- > work consultatively with the community and stakeholders during project activities so as to minimise intrusion and disruption;
- > to inform the local community and stakeholders of planned activities including construction traffic routes, potential traffic disruptions, high noise generating activities and works outside of normal construction hours;
- > implement a complaints register and process to identify potential issues and minimise the risk; and
- > outline a dispute resolution processes in case of disagreement between parties including provision for an independent arbitrator.

In addressing the above, the implementation of this Plan will satisfy the legislative requirements set out in Appendix A.

5.2 Engagement activities

AGL's community Relations Manager – Gloucester (CRM) will lead the community and stakeholder engagement activities for this project. The CRM will be supported by the Project Administrator and the broader community relations team and the project team. The CRM is based in AGL's Gloucester office and is actively involved in engagement activities with local and interested parties.

AGL has identified key focus areas of our consultation activities around our exploration and pre-construction activities.

Table 2 identifies ways that AGL can acknowledge interested stakeholders and include them in the stages of the GGP.

Table 2 Areas of community and stakeholder engagement focus

Area of focus	Purpose and Outcome	Approach
Community engagement is an integral part of the program	<ul style="list-style-type: none"> > AGL will ensure that the community and stakeholders are engaged early, involved in the decision making process where ever possible, and are made aware of any potential impacts. > Community expectations will be understood and managed. 	<ul style="list-style-type: none"> > The engagement program for each exploration activity will have well stated objectives, be timely, and have clear outcomes and opportunities for community involvement. > AGL will engage interested and relevant stakeholders (in particular landowners) during the pre-construction phase for the pipeline and well field development. > A community relations manager will build local relationships. > Communications will clearly state the intent and issues to be dealt with, and will detail what the community is being asked to participate in and why. > AGL will continue to capture all correspondence with stakeholders in Consultation Manager™ and engage with stakeholders that will be impacted by the project.
Community partnerships	<ul style="list-style-type: none"> > AGL will make every effort to be a legitimate and trusted partner. 	<ul style="list-style-type: none"> > AGL will provide employment opportunities to members of the local community throughout the construction phase wherever appropriate. > AGL will support community initiatives > AGL will provide briefings and information to key community groups such as Business Chambers and Councils that represent a broad range of interests. > AGL will look for opportunities to partner and collaborate with community groups e.g., local dairy farmers.
Participation that supports the local economy	<ul style="list-style-type: none"> > AGL will seek opportunities where appropriate to do so to support the local economy, whilst meeting the NSW gas supply demands. 	<ul style="list-style-type: none"> > Source products and services locally where appropriate to do so. > AGL will be a key member of the community sourcing local goods and services > Provide briefing with local communities to identify potential impacts and opportunities. > Provide regular updates throughout the project. > Gloucester Community Investment Program implemented. Donations, sponsorships or community development programs must benefit the

Area of focus	Purpose and Outcome	Approach
		community, develop local capacity and be sustainable into the future.
Environmental impacts and Health & Safety	<ul style="list-style-type: none"> > AGL will ensure that the community is aware of the due diligence and controls implemented to protect the environment as well as the safety of AGL's employees and contractors and the community. 	<ul style="list-style-type: none"> > AGL is committed to a health and safety culture that serves in the best interests of staff, contractors and the community and complies with all environmental requirements and incident response procedures. > AGL will keep stakeholders up to date on potential and actual impacts and current or proposed exploration activities. > AGL will implement its emergency response plans in the case of an environmental or safety incident.
Social impacts	<ul style="list-style-type: none"> > AGL will identify and communicate potential impacts to stakeholders > Complaints management systems will be in place with regular review of emerging issues. 	<ul style="list-style-type: none"> > Identify potential impacts and recommend management and / or mitigation strategies. > AGL will offer information to interested stakeholders and briefings to affected landowners and neighbours > AGL will provide social media updates. > AGL will actively seek feedback from landowners who are directly impacted by the activities. > AGL will seek to minimise intrusion and disruption to stakeholders, existing land use activities, existing infrastructure. > AGL will conduct all activities in accordance with relevant approvals > Safe works practices will be followed and ensure the work site does not pose any health and safety risks for those onsite, neighbours and those passing by.
Recognising and supporting local Aboriginal communities	<ul style="list-style-type: none"> > The program is designed to identify impacts, and recommend management and / or mitigation strategies to protect and manage the land and environment, cultural heritage and water. <p>Respect of and compliance with AGL's land access agreements.</p>	<ul style="list-style-type: none"> > Provide briefing with local communities to identify potential issues. > Provide updates throughout the project.

Area of focus	Purpose and Outcome	Approach
Land Access	<ul style="list-style-type: none"> > AGL works with landowners within our project areas with the aim to enter into long term partnerships based on mutual trust and respect, to identify issues, and ensure that our activities can coexist with existing land uses. 	<ul style="list-style-type: none"> > Carry out our activities in accordance with our Land Access Principles. > Negotiate and conclude Access and Compensation Agreements with landowners. > Provide opportunities for feedback from landowners > Be flexible in our approach > Review emerging trends and action.

5.3 Community engagement compliance and best practice

AGL’s work on the ground is guided by best practice and regulatory compliance in stakeholder and community engagement.

To ensure best practice, the engagement approach is guided by the International Association for Public Participation’s (IAP2) Core Values and Public Participation Spectrum (see Appendix B).

The purpose of the Core Values is to help organisations, decision makers and practitioners make better decisions which reflect the interests and concerns of potentially affected people and entities. Not all IAP2 values are relevant to each phase of the project.

Compliance requirements for community engagement are identified from the following:

- > the NSW Government’s guidelines for community consultation requirements for exploration;
- > PEL 285 conditions;
- > Part 3A Approval; and
- > The Code of Practice for Coal Seam Gas – Fracture stimulation activities.

These are further described below.

NSW Community Consultation Guidelines

To ensure best practice, the engagement program will also be guided by the NSW Government guidelines for community consultation requirements for the exploration of coal and petroleum, including coal seam gas, Appendix A.

PEL 285 Conditions

AGL’s activities are required to satisfy the Conditions of the PEL relating to community and stakeholder engagement.



Part 3A Approval

AGL's community engagement activities will also be guided by the relevant community, information, consultation and involvement conditions in the Part 3A Approval. Refer to Appendix A for the relevant conditions.

The Part 3A Approval and EPBC Act approval require the preparation of various management plans. The Part 3A Approval contains varying requirements for consultation with government agencies during the development of each management plan.

The purpose of management plans is to ensure that the Project's environmental impacts are appropriately managed and mitigated. It is vital to receive and take into account regulator and stakeholder feedback in the development of the GGP's management plans, to ensure that considerations such as groundwater monitoring, air quality monitoring and noise (to name a few) can be effectively carried out, and potential impacts minimised to the extent practicable.

Project related documents should also be developed taking into account stakeholder feedback, where appropriate. This is particularly the case for topics which are of significant community interest, such as extracted water management. As an example, in order to comply with the conditions of the Part 3A Approval, AGL prepared a draft Extracted Water Management Strategy (EWMS). Given the level of community interest in the EWMS, the finalisation of the EWMS included consultation over a six week period with Government Agencies, as well as information sessions in Gloucester for the community and a voluntary public submission process. AGL will take into consideration the reports produced by Gloucester Shire Council (GSC), feedback from Government Agencies and submissions from the public to inform the final EWMS.

The management plans required to be developed, and the regulators to be consulted in relation to these management plans, are detailed in Appendix F. A plan of how AGL will consult with each regulator and potentially interested stakeholders in relation to these project document will be developed in consultation with the Department of Planning and Environment, and included in the next revision of this Plan.

NSW Code of Practice for Coal Seam Gas – Fracture stimulation activities

To ensure best practice, the engagement program will be guided by the NSW Code of Practice for Coal Seam Gas – Fracture stimulation activities (Appendix A). This means that all of AGL's activities relevant to hydraulic fracturing will be guided by the Code of Practice.



6 Identification of the community and stakeholder analysis

AGL acknowledges that involving the local community in our project and keeping the local community informed about our activities are important parts of any exploration and pre-construction program. Even those who are not directly affected by exploration and pre-construction may have an interest in what is happening.

Different stakeholder segments have been classified into groups based on their interest in the project and the impact that the project has on them. This data is recorded in the GGP's database.

6.1 Understanding the local community

The GGP gas field development areas intersect with the Gloucester and Great Lakes local government areas (LGAs). Other surrounding LGAs that are impacted by the Stratford to Tomago pipeline include Port Stephens, Dungog and Maitland. At the 2011 Census, the municipalities had a combined population of almost 40,000 residents. The median age being 50 years of age.

A number of towns in the Gloucester Basin have a strong interest in the project, including Gloucester, Forbesdale, Stratford, Stroud and Stroud Road, and Wards River. The majority of residents in these towns are employed in the agricultural industry – dairy and beef cattle. As such, AGL has tailored communications around the impact of coal seam gas activities on agricultural productivity and shared land use.

AGL also acknowledges that the GGP impacts businesses, education facilities and healthcare centres, local Aboriginal Land Councils and others.

6.2 The broader community

AGL understands that interest in the GGP extends to the broader community also.

AGL will engage people and individuals outside the directly affected project area as appropriate.

6.3 Key stakeholder identification, analysis and categorisation

There are key stakeholders and stakeholder groups that have been and will continue to be engaged throughout the lifecycle of the GGP. Individual stakeholders have been identified within each of the stakeholder groups and a database with contact details has been established to record and report on all communication and engagement activities throughout the exploration and pre-construction phase of the GGP.

6.4 Who is a stakeholder?

For the purposes of this Plan, a stakeholder is defined a person who is impacted by the GGP during the exploration and pre-construction phase. This may include people who are directly affected or indirectly affected including:

- > landholders;
- > neighbouring properties;
- > community groups;
- > local environment groups;
- > catchment groups;
- > Native Title holders or claimants;
- > cultural bodies (historic or indigenous);
- > local chamber of commerce;
- > local government; and
- > relevant government agencies

6.5 Categorisation of stakeholders

Not all stakeholder groups are homogenous and within each stakeholder group there will be varying levels of interest, impact and influence. Exploration and pre-construction activities will also impact different stakeholders uniquely.

A list of stakeholders is included in Appendix C and the GGP database. The list identifies issues that are relevant to the GGP, including the exploration and pre-construction activities.

AGL's stakeholder analysis has taken into account the level that individual stakeholders may be impacted by the proposed activities. This measure is detailed in Table 3, below.

Table 3 Impact of activities on stakeholders

Level of impact	Approach	Description
High impact	Actively manage	Significant, repetitive, regular or frequent aspects of the project that will affect people's lives and lifestyles, such as excessive noise and dust. This may include landholders and neighbours.
Medium impact	Keep Informed / Keep Satisfied	Occasional, or regular but infrequent aspects of the project that may be partial or avoidable/manageable.

Low impact	Monitor	<p>Infrequent and very occasional impacts of the project that will not affect the community's wellbeing.</p> <p><i>Source: Categories as set out by Strategic Regional Land Use Policy – Guideline for community Consultation requirements for exploration March 2012.</i></p>
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After categorising the stakeholders the key task for AGL is to decide which levels of engagement are appropriate for different stakeholders and situations.

As stated by the Guideline "interaction with stakeholders will vary depending on the level of interest and/or impact associated with the activity".

AGL considers this statement in the Guidelines to mean as set out in Figure 2.

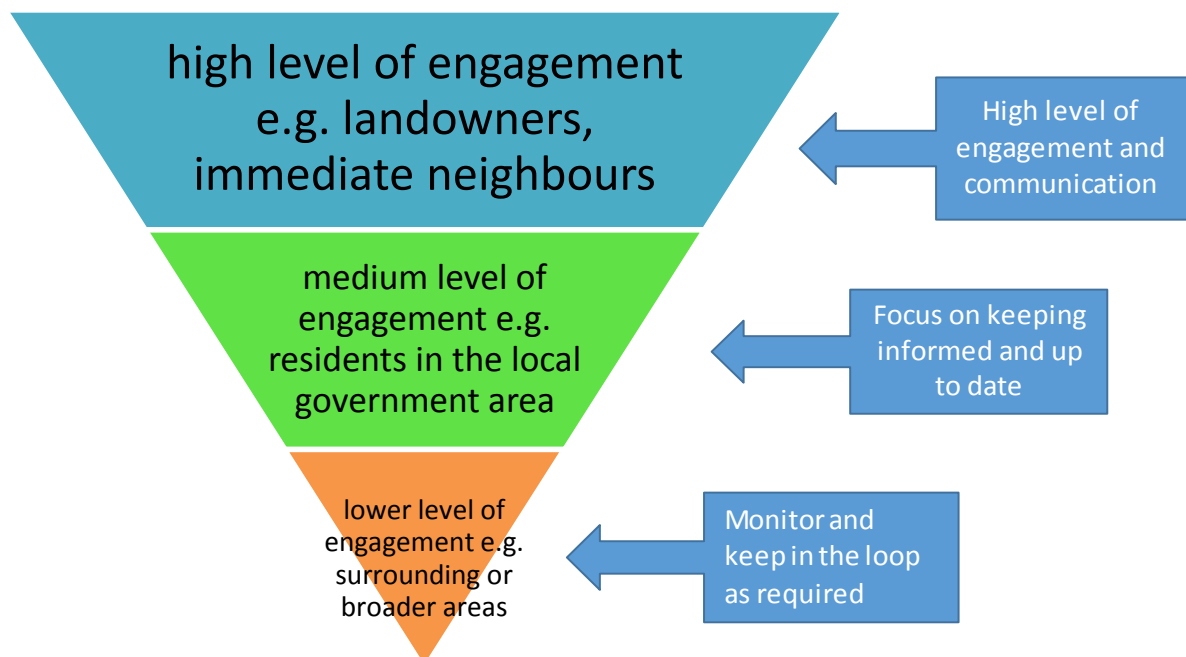


Figure 2 Levels of Engagement



7 How we will engage with stakeholders and feedback process

AGL is committed to providing information that is objective, balanced and communicated in easy to understand language, free of technical jargon.

7.1 Clear reasons for engagement

The purpose of AGL's engagement activities with the community will differ depending on the topic of the engagement, and who is being engaged.

AGL will use the IAP2 public participation spectrum to identify what level of engagement is required. Refer to Appendix B.

AGL understands that it must be clear about the level of input stakeholders will have in our consultation in order to set realistic expectations about participation.

7.2 Two-way communication process

AGL actively seeks opportunities to engage with the community and seek their feedback. Feedback will be captured throughout the life of the project and recorded in our data base. Set out below is how AGL communicates with the community to let them know how their feedback has influenced or informed the project.

7.3 Communication activities

Communication and community engagement about the project, including exploration and pre-construction activities, has been and will be ongoing. This has focused on the preparation and exhibition of the GGP's Environmental Assessment, and providing information on exploration activities, specifically about the Waukivory Pilot Program, the GGP in general, pipeline corridors and ongoing field investigations.

Exploration and pre-construction stakeholder engagement activities have included:

- > releasing community updates through local papers and letter box drops;
- > updating the AGL GGP website and the Your Say online consultation portal;
- > meetings of the Gloucester CCC;
- > site tours for interest groups and local residents;
- > information sessions;
- > stakeholder briefings;
- > presence at local community events;
- > media releases to local papers;
- > participation in the Gloucester Dialogue;
- > fact sheets;
- > local community investment; and
- > landowner consultation and negotiation of access agreements.



7.4 Project Milestones and communication activities

Communication activities will vary throughout the different stages of the GGP to ensure flexibility in meeting the communication needs of the community.

The key GGP milestones to date are:

- > December 2008 – AGL acquired 100% interest as owner/ operator
- > July 2008 – a concept plan application for the GGP and a major project application for part of the GGP were lodged under Part 3A of the EP&A Act.
- > August 2008 – Director-General Requirements for the GGP were issued on 26, and an environmental assessment of the GGP was undertaken.
- > November 2009 – Environmental Assessment for GGP publicised and put on public exhibition
- > February 2011 – the independent NSW Planning Assessment Commission determined to grant Concept Plan Approval, and Part 3A Approval.
- > August 2012 – Concept Plan Approval and Part 3A Approval were upheld by the Land and Environment Court.
- > December 2012 – AGL lodged the necessary petroleum production lease applications under the PO Act, as well as a pipeline licence application under the Pipelines Act 1967 (NSW).
- > February 2013 – the EPBC Act Approval was issued.
- > September 2013 – AGL submitted a REF to the Office of Coal Seam Gas (OCSG) to fracture stimulate four wells as part of the Waukivory Pilot Project
- > August 2014 – PEL285 renewed by Minister for Resources and Energy
- > August 2014 – OCSG granted an activity approval for the fracture stimulation of the Waukivory Pilot Project
- > August 2014 – Environment Protection Licence issued by the Environment Protection Authority (EPA)
- > September 2014 – a modification to the Part 3A Approval (minor pipeline realignments) was approved by the Planning Assessment Commission.

Future GGP project milestones are:

- > A further modification to the Part 3A Approval is planned to be lodged in 2015.
- > The final investment decision for the project is expected to be made by the AGL Board in the fourth quarter of 2015.
- > Construction of the Stage 1 GFDA (including drilling and completion of wells and associated infrastructure), the central processing facility and the Stratford to Tomago pipeline is expected to commence following the final investment decision.

Key communication activities will be identified to ensure that the community and stakeholders are consulted and informed about relevant proposed activities to reduce as far as possible:

- > any intrusion and disruption to existing land use (including agricultural activities);
- > minimise the risk of conflict;
- > impacts on existing infrastructure and future development potential; and



- › cumulative impacts from neighbouring development.

In addition, the CCC and Gloucester Dialogue will be briefed on the activities as part of a regular project update and any specific community engagement activities planned will be identified. The CCC and Gloucester Dialogue will also be given feedback on these community engagement activities once they are undertaken.

7.5 Opportunities for community feedback

Methods for stakeholders to provide their feedback/input into the project include:

- › a 24 hour Community Information and Complaints Line (1300 799 716)
- › project email address (gloucester@agl.com.au);
- › face-to-face stakeholder meetings;
- › AGL website contact;
- › community information sessions;
- › bi-monthly meetings (or as agreed) of the CCC;
- › monthly meetings of the Gloucester Dialogue;
- › direct feedback to the Community Relations Manager
- › AGL project office located in Gloucester;
- › online submissions and via post;
- › Twitter@YourSayAGL; and
- › 'Your Say AGL' on AGL's project website. This new tool was released in mid-2013 to provide the community with an opportunity to provide web based comments.

Table 4 below identifies which engagement tool has a feedback component.

7.6 Areas where the stakeholders can influence the project

There are a number of opportunities for stakeholders to influence the GGP including the exploration and pre-construction activities. For example, this has included:

- › Landholders – location of wells, associated infrastructure and monitoring bores;
- › Neighbours and other interested stakeholders - the location of impact mitigation measures such as sound walls and placement and use of equipment and machinery (such as above ground storage tanks);
- › Community members – additional monitoring bore locations, Extracted Water Management Strategy, water studies – GCCC independent peer review and Gloucester Shire Council water scientist and traffic movements;
- › Public exhibition process prior to the grant of the Part 3A Approval and Concept Plan Approval, and the modification to both approvals – community and government agencies have provided submissions that have influenced the development of the project, with this reflected in the conditions of Approval and the design of the project.

In reviewing feedback, AGL makes note of emerging trends and patterns to ensure that the community's top issues are addressed as a priority. AGL's ability to incorporate community feedback into the project is contingent upon operational and technical constraints.



7.7 Engagement tools and feedback opportunities

Outlined in Table 4 below are essential communication and engagement tools that will support the implementation of this Plan.

AGL uses a number of methods to publish communication materials, including publishing all physical documents (newsletters, fact sheets) on the GGP web page. These are all relevant for the exploration and pre-construction activities referred to in this Plan.

Table 4 Engagement tools

Engagement tool	Provide information	Opportunity for community input	Description
Community update newsletters (quarterly)	✓	✓	Community update newsletters provide a physical update of the status of the exploration and pre-construction activities and ways to provide feedback. They are written in Plain English to ensure that the document is accessible to a wide audience.
Project email	✓	✓	The GGP email provides an online channel of communication, where stakeholders can provide feedback, or ask questions of the project team: gloucester@agl.com.au
Information line	✓	✓	The GGP information line is available for all stakeholders to contact the project team with questions or comments. 1300 799 716
Your Say AGL	✓	✓	AGL has an online forum and invites interested parties to leave comments and questions. The site is moderated and all questions (meeting the requirements of the terms and conditions of use) are answered. http://yoursayagl.com.au/welcome-to-agls-online-community



Engagement tool	Provide information	Opportunity for community input	Description
Advertisement of contact details for the project in local newspaper (bi-annually) including prior to commencement of construction	✓		Advertisements will detail the GGP information line, email address and postal address. This allows stakeholders to easily identify ways that they can communicate with the project team.
Construction Notifications and Out of Hours notifications (as required)	✓		AGL will notify landowners and relevant stakeholders of construction hours and any variations to these
Site signage (where appropriate)	✓		AGL will display signage to warn stakeholders of any real or potential impacts of construction work.
Notification letters relating to impacts such as service disconnection, access changes, noisy work	✓		AGL will appropriately inform stakeholders of any construction activities, to provide specific information about the work, including project contact details.
Traffic change notification (as per Traffic Management Plan)	✓		AGL will provide notifications about any traffic changes so that stakeholders can appropriately prepare for alternate travel routes.
Updates of the project website	✓	✓	AGL will maintain the project website to ensure information is up-to-date and accurate.
Advertisements and media releases	✓		AGL regularly publishes advertisements and media releases to keep stakeholder abreast of the status of the GGP. These will provide contact details.
Project information packs	✓		GGP introduction packs will include written and promotional material, detailing the background and future of the GGP.
Fact sheets/Q&A's	✓	✓	Fact sheets and Q&A's will be prepared to outline clear and concise information about the



Engagement tool	Provide information	Opportunity for community input	Description
			exploration and pre-construction as well as the GGP.
Site tours	✓	✓	AGL holds open days, inviting interested parties to tour project facilities.
AGL publications	✓		AGL has a number of publications. Information on the GGP will be included in these publications as appropriate.
Project team barbeques	✓	✓	Barbeques provide stakeholders with an opportunity to meet the GGP team in an informal setting. Stakeholders are invited to ask questions and provide feedback.
Stakeholder meetings: one on one meetings, council meetings, government briefings	✓	✓	AGL values two-way communication. These are some of the ways that stakeholders can offer feedback.
AGL in the community: community investment programs, matched donations/volunteer program	✓	✓	AGL is working to support local projects which make a difference to community well-being.

7.8 Consulting with local councils

Local Councils provide a tangible link to the local community, businesses, and customers and will be consulted on a regular basis. Building a relationship with the local Councils surrounding the GGP area is important. AGL will continue to develop existing relationships with the local Councils and exchange project specific information where appropriate. Representatives from the Gloucester, Great Lakes, Dungog and Port Stephens Council have positions on the CCC.

AGL has also funded a Water Scientist in GSC and additional studies are being managed and delivered by GSC. This initiative was in response to key concerns raised by council on water related issues. The water studies being managed by GSC are:

- > property surveys of water features on private properties – Part 1 – Stage 1 GFDA and Part 2 – remainder of the Gloucester Basin;



- > flood study of the Gloucester and Avon River catchments;
- > produced water options evaluation study; and
- > peer reviews of AGL's technical studies for the broader GGP

This approach includes informing local Councils within 28 days of PEL 285 being granted, and proposed plans for community consultation.

7.9 Gloucester Dialogue

The Gloucester Dialogue was formed in early 2014 and brings together local and state governments, community representatives and AGL to discuss the exploration and production of natural coal seam gas in the Gloucester Basin.

The Dialogue is Chaired by Mr Jock Laurie, Land and Water Commissioner NSW and the NSW Division of Resources and Energy has appointed a Community Project Officer to support the community in accessing information from relevant agencies. The Project Officer works closely with the Land and Water Commissioner and the Office of Coal Seam Gas.

7.10 Gloucester Community Consultative Committee

The CCC is a critical component of AGL's engagement with the Gloucester community.

The CCC was established in September 2008 as a link between the community and AGL. It is the primary way in which AGL can establish and address concerns from the community. The CCC discusses and exchanges information on topics related to the project, including the works and activities planned for the project. The CCC also raises project related local issues that should be taken into consideration in the exploration, development, construction and operational phases of the project.

The CCC is made up of representatives from all the directly impacted councils, community representatives, local environmental groups, Mid Coast Water and AGL team members. Structured meetings, of approximately 2hrs in duration and conducted bi-monthly, cover a range of agenda items, including:

- > current and planned exploration activities;
- > pre-construction activity updates;
- > action items;
- > community engagement activities; and
- > technical information (for example pipeline installation impact on individual properties).

The most recent terms of reference, details of CCC membership and minutes of meetings are available from the AGL Gloucester Gas Project web page.

7.11 Engagement with landowners

AGL recognises that establishing and maintaining good relationships with landholders, based on mutual trust and respect, is critical to the success of our projects. In recognition of this, in 2014, AGL signed the Agreed Principles of Land Access, which states that:



- › Any Landholder must be allowed to freely express their views of operations that should or should not take place on their land without criticism, pressure, harassment or intimidation. Landholders are at liberty to say “yes” or “no” to the conduct of operations on their land;
- › AGL will respect the Landholder’s wishes and not enter onto a Landholder’s property to conduct operations where that Landholder has clearly expressed the view that operations on their property would be unwelcome; and
- › AGL will uphold a Landholder’s decision to allow access for drilling operations and does not support attempts by third party groups to interfere with any agreed operations.

Consultation with potentially impacted landholders begins very early on in the exploration process and continues throughout the planning, design construction, delivery, operations and rehabilitation phases of the activity. If AGL is interested in placing a well on a property, a member of our Land and Approvals team will contact the landholder.

A Land and Approvals team member will be the landholder’s key point of contact, and the landholder will be able to contact that team member at any time. Informal conversations will take place before any formal arrangements are agreed. This allows landholders time to ask any questions they have, including discussing aspects of operations with AGL’s environmental, groundwater and technical specialists. This enables AGL to take into account any specific constraints or considerations the landholder may have, and discuss potential locations of infrastructure taking into account those matters.

The locations of our wells and infrastructure (such as access roads and pipelines) are flexible. We work with landholders and take into account their feedback to locate our wells and associated infrastructure in such a way which ensures our activities can successfully co-exist with existing land uses, and minimises any impact to the landholder's current and planned land uses. We are mindful of landholders’ neighbours and minimise potential impacts through our approval processes.

All of our infrastructure is located taking into account landholder feedback.

During exploration and production activities, AGL representatives are in continual contact with landholders to update them on the activities, progress, and respond to any queries landholders may have.

As part of the Waukivory Pilot Program, AGL developed an Access and Communications Protocol with our landholders to ensure that channels of communication, and AGL’s access of the site, are managed in accordance with landholder requirements.

As part of our discussions with landholders in relation to Stage 1 of the Gloucester Gas Project, AGL will develop a Land Access Plan for each property. The Land Access Plan will cover:

- › **Access** – determine the best access to the property and across the property. Where possible we will use and upgrade existing access roads.
- › **Use of land** – understand farming or other activities so that we can respect and work around land use practices.
- › **Timing** – notice periods and expected duration of our activities.
- › **Location** – agree the location of pads, wells, pipes and associated equipment.



- > **Contact** – inform you of key AGL contact people. Determine how you best want to be updated (for example, regular on site meetings or phone calls/emails).
- > **Visitors** – develop a protocol for gates, fences, stock interaction, operating hours, vehicle movements and any other requirements relating to your property.
- > **Rehabilitation** – agree a rehabilitation plan for the areas we use.
- > **Landholder requirements** – any other matters landholders think are important for us to consider.

Every AGL employee or contractor will be required to adhere to the Land Access Plan for each property.

AGL's Landholder Access Principles can be found in Appendix G.

7.12 Engagement with titleholders

Since 2009, AGL has been negotiating cooperation agreements with the two coal title holders within the Stage 1 Project area.

AGL regularly meets with the title holders within our project area. This has included strategy sessions, risk workshops, data sharing and consideration of project impacts.

All well locations, access roads and infrastructure corridors for Stage 1 (as well as exploration activities) are being located in consultation with, and taking into account feedback from, the relevant titleholders.

It is expected that cooperation agreements will be executed in 2015.

8 Community perceptions, interests and issues

8.1 Information and analysis of community attitudes

AGL uses a range of community engagement tools to gather feedback on community attitudes. Refer to section 6.7 for a detailed description of these tools.

Table 5 below outlines the key concerns of identified stakeholder groups and identifies the ways that AGL will engage with stakeholders regarding the exploration and pre-construction activities. Appendix C includes a matrix of stakeholders and their concerns.

Table 5 Stakeholder concerns and engagement tools

Community group	Sample areas of interest	Primary engagement tool
Directly affected landholders	<p>Access agreements, licence agreements, compensation, compulsory acquisition (along pipeline route), easements</p> <p>Property restoration and make good obligations</p> <p>Adherence to safety and environmental standards.</p> <p>Regular information and timeframes</p> <p>Environmental impacts of exploration and pre-construction activities</p> <p>Protection of water</p>	<p>Face to face meetings, notification letters, web, 24 hour information line, email, information sessions, site tours</p>
Neighbours of affected landholders	<p>Fairness of property rights and property values</p> <p>Potential for environmental impacts such as noise and dust</p> <p>Adherence to safety and environmental standards</p>	<p>Notification letters, web, 24 hour information line, email. Information sessions, face to face meetings</p>
Road users	Road access and detours	Advertising, web, 24 hour information line
Local communities	Opportunities for employment and improved infrastructure.	CCC, advertising, web, 24 hour information

Community group	Sample areas of interest	Primary engagement tool
	Environmental impacts such as noise, dust and water Adherence to safety and environmental standards Regular information on project activities	line, community updates, information sessions
New residents moving into the area	PEL cover and potential impact on landowners Property impacts Adherence to safety and environmental standards Regular information and timeframes Land value	Advertising, web, Twitter, community updates
Tourists/short term visitors	Impact on traffic Visual amenity	Web, 24 hour information line
Interest Groups and Activist Groups	Adherence to safety and environmental standards Protection of land and security of water Property impacts and landowner rights.	CCC, community updates, advertising, web, information sessions.
Local Businesses including Business chamber	Economic benefits from exploration work crews, employment opportunities Regular information on project activities	CCC, advertising, web, notification letters
Local utilities	Adherence to safety and environmental standards Regular information on project activities	Advertising, web
Local industry: > Graziers > Dairy > Timber mills > Tourism.	Economic benefits from construction crews, employment opportunities Regular information and timeframe Environmental impacts from hydraulic fracturing Other environmental impacts such as noise, dust and water Property restoration and make good obligations	Advertising, web, notification letters, updates to Business Chamber, briefings as requested



AGL is aware that members of the community are concerned about potential risks of the GGP and specifically the uncertainties of environmental impacts.

AGL understands the community and stakeholders will also be interested in measures and procedures for consultation with landowners relating to existing land use including agriculture activities, procedures for consultation with affected stakeholders (including owners of existing infrastructure within the proposed pipeline easement, among other stakeholders), and procedures to inform the community of planned activities. This Plan sets out steps that will be taken by AGL to address these concerns (apart from the construction and operational activities which will be covered by a separate plan) and to keep the community and stakeholders informed of activity associated with the GGP during the exploration and pre-construction stages.

8.2 Community information needs

In 2012 and 2013, AGL completed community based surveys to gauge community sentiment toward our operations in the Gloucester region and the coal seam gas industry generally. Survey respondents included stakeholders living within and beyond AGL gas project areas.

These surveys provide AGL with valuable information on community concerns and benefits. This data has informed Table 5.

Research participants were also asked whether they felt they had enough information on CSG. Figure 3 below reflects the results from the 2013 survey when all survey participants, regardless of location were asked to identify whether they had enough information about CSG.

This information assists AGL to plan and implement strategies to ensure information is available to our community. AGL is working to ensure project information remains up-to-date and relevant to stakeholders, delivering communications material through a number of methods including online, in hard copy, over the telephone and in person.

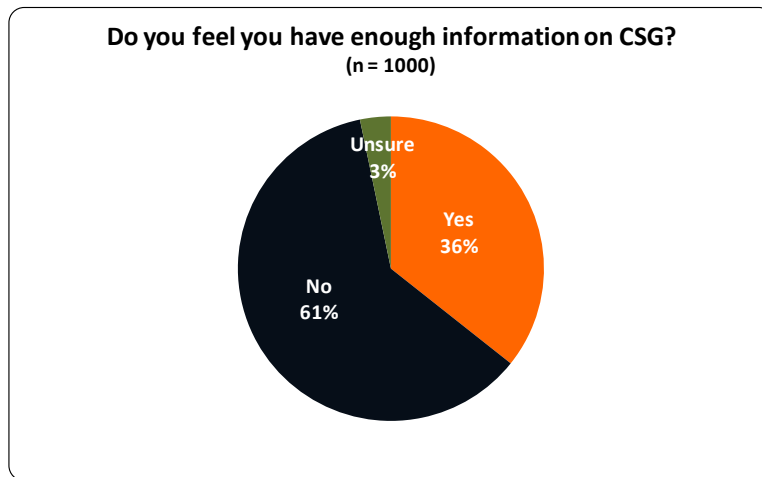


Figure 3 Community information needs

The results from this research have informed the way AGL communicates with our stakeholders and this is reflected in this plan. Refer to Table 5.

As part of AGL’s community engagement activities, stakeholders are regularly reviewed and their details updated.

AGL is committed to working with the community to improve understanding about the GGP and making information available that is clear and easy to understand.

8.3 How community feedback has been incorporated into our activities

Water

As a result of feedback, AGL has strengthened its emphasis on engaging with the community to explain how AGL is protecting local water resources in Gloucester. AGL has entered into a Cooperation Agreement with GSC. As part of the agreement, GSC will deliver independent scientific water studies, and will peer review important AGL water studies. To assist GSC with this task, AGL is funding a full time water scientist position.

AGL is developing the EWMS as required under the Part 3A Approval with a voluntary public submission process. Feedback will be taken into account in the finalisation of the EWMS.

Environmental impacts

AGL will continue to provide communications material, informing stakeholders about the fracturing processes and the use of additives within the hydraulic fracture fluid. Detailed analysis of environmental impacts will be included in the REF for any future pilot project.



The potential impacts, hazards and risks associated with the development of Stage 1 of the GGP were outlined as part of the Environmental Assessment process for the GGP, which included public exhibition period and public submissions to be considered.

Working with farmers

AGL is serious about bringing lasting benefits to individual farmers and rural and regional communities. AGL is involving farmers and the local community in the gas project by conducting site tours of gas project facilities. One example of our partnerships is our recent partnership with Dairy Connect (the peak representative body for the NSW dairy industry) to assist dairy-related industries in Gloucester.



9 Complaints Management

9.1 Enquiries and complaints management

During the exploration and pre-construction phase of the project, there will be potential to inconvenience the public and concerns may be captured through a number of ways.

Stakeholders can make a complaint using the 24 hour complaints hotline 1300 799 716.

The complaints hotline and information line will be identified on project communication materials including advertising, newsletters, fact sheets, website, displays, stakeholder and community letters.

A project email address gloucester@agl.com.au has been established to manage any enquiries or complaints relating to the project. A postal address is also available for written complaints should community members wish to make an enquiry or complaint via a letter. This address is PO Box 335, 22 Tate Street, Gloucester.

The community information line number, postal address and email address will be advertised in local newspapers every six months.

All enquires and comment will be managed through the process set out in Figure 4.

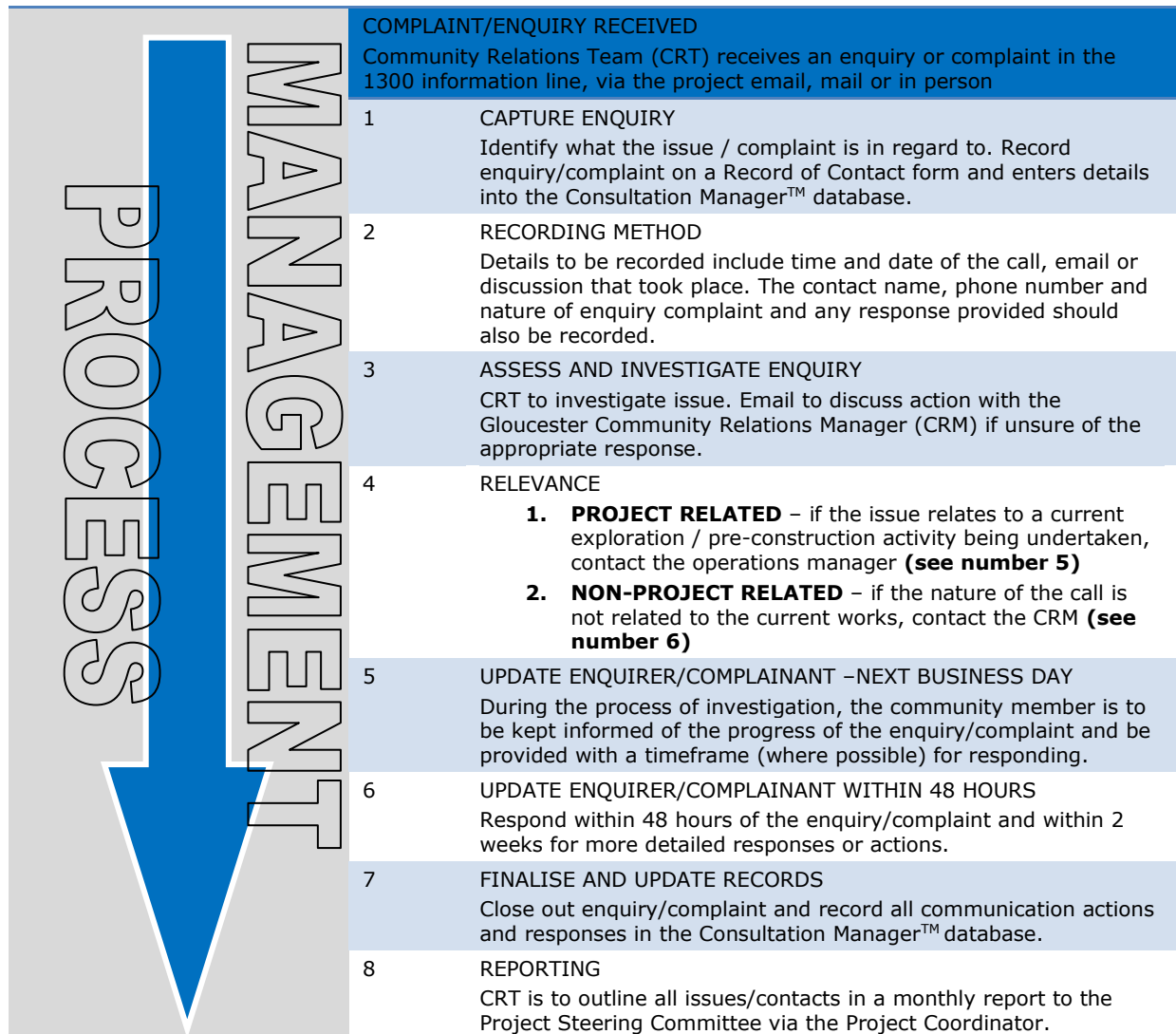


Figure 4 Complaint management process

All enquiries / complaints relating to the current exploration and pre-construction activities will be responded to the next business day of being received and details logged into the Consultation Manager™ database. If the enquiry or complaint is not about current activities the aim will be to respond or resolve the matter within 48 hours. Email and letter enquiries shall be responded to by the CRM within five days of receipt of the correspondence.

In addition to the approach outlined above, newsletters advertisements in local newspapers and other documents will provide a simple explanation of how the community can provide feedback and/or make a complaint.

AGL will provide a number of channels of communication so that providing feedback on the project is easy and accessible.



9.2 Unresolved complaints / disputes

In the event that complaints are not resolved through the enquiry and complaints management process described above the following steps have been designed to progress dispute resolution. These steps are in accordance with the principles of the Australian Commercial Dispute Centre's Mediation Guidelines (the Mediation Guidelines).

> **Step 1: Written notice of dispute**

The complainant must write to the other party to give notice of the dispute and specify that they are using this dispute resolution procedure. The following details need to be included in the letter:

- > nature of dispute;
- > outcome the complainant is seeking; and
- > what action the complainant believes will settle the dispute.

> **Step 2: Direct negotiation between parties**

The parties should attempt to resolve the dispute between themselves by meeting together. Where appropriate either party may seek guidance from the NSW Land and Water Commissioner.

If the issues for discussion are of a technical nature, both parties may wish to invite technical experts.

> **Step 3: Request for a mediator**

If the dispute cannot be resolved within two weeks after notice of the dispute has been given, either party may ask AGL to appoint a mediator.

> **Step 4: Appointment of a mediator**

If the parties to the dispute make a request, an independent Australian accredited mediator must be appointed within 14 days of the request.

> **Step 5: Set mediation details**

The mediator must decide:

- > how the mediation is to be undertaken (for example by video conference, telephone or meeting);
- > the time and place for mediation (usually at neutral premises); and
- > the day that the mediation commences.

> **Step 6: Mediation**

When mediation is requested by either party, it becomes mandatory for both to attend the mediation and to try to resolve the dispute. Refusal to attend the mediation and/ or make a genuine attempt to resolve the dispute constitutes a breach of the Mediation Guidelines.



The mediation process should be conducted in accordance with the Mediation Guidelines. The Guidelines can be found at this link: <https://www.acdcltd.com.au/adr-clauses-guidelines/guidelines>

> **Step 7: Agreement is reached or mediation is terminated**

When an outcome is agreed to between the parties, the mediator will assist them in writing it down. The written record will normally be a binding contract.

The mediator may terminate the mediation at any time if the mediator is satisfied that a resolution is not likely to occur.

More information can be found at the Australian Commercial Dispute Resolution Centre.



10 Evaluation, monitoring and reporting

To ensure this plan remains effective it is critical that ongoing reporting is undertaken so that activities can be reviewed and new tools identified to meet community needs. In addition, conditions in PEL 285 and the Part 3A Approval include a requirement to submit relevant reports (i.e., consultation and complaints).

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, complaints contained within the GGP data base will facilitate this review.

10.1 Maintaining consultation records

A record of all community engagement activities will be maintained in the GGP community relations data base. AGL staff and contractors will update the database, recording all contact with stakeholders, including enquiries, complaints and meetings. All actions will be documented.

10.2 External reports

A range of external reports will be produced as part of the community relations responsibilities. These are featured in the following table.

Table 6 Range of external reports

Activity	Purpose	When	Responsibility
Enquiry / complaint received and follow up	Complete record of contact form to ensure CM is updated. Prepare response to caller, resolve issue, and enter in CM. Note for monthly reporting. Part 3A compliance condition 6.3	Report to be produced internally monthly. Report to be provide to Director General as required.	CRM with contractors AGL internal reporting
Record of community engagement / activities	To accurately capture all community engagement activities, including complaints and community feedback and actions taken.	Ongoing Evidence of community consultation to be provided to the Department of Trade	CRM, contractors, GGP project team



Activity	Purpose	When	Responsibility
	Compliance with Guideline of community consultation requirement for exploration.	and Investment on request.	
GCCC	To provide a regular bi-monthly report on progress of exploration and pre-construction activities. To keep key stakeholders up to date on activities.	Bi-monthly	CRM and GGP project team
Annual Report PEL 285	A comprehensive report detailing community consultation that has been undertaken as per the NSW guidelines.	Within 28 days of the anniversary of licence being granted	AGL

10.3 Annual reports

An annual report on community consultation will be submitted to the Department of Trade and Investment (Department) within 28 days of the anniversary of the licence being granted. Records of consultation to date will also be included in this submission.

The annual report will include records of:

- > consultation with relevant government agencies (including local councils);
- > consultation with impacted landholders and community groups;
- > issues identified and actions taken;
- > outcomes of the consultation;
- > commitments for further consultation; and
- > a summary of complaints and actions taken to address these complaints.

Evidence of the community consultation will be retained and made available to the Department upon request.

The annual report will comply with the requirements of the *A guide for reporting on community consultation for coal and petroleum exploration activities in New South Wales*.

10.4 Monitoring

Monitoring and evaluating the performance 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. A summary report from the GGP data base will be reviewed by the CRM monthly.

AGL will track how well they are meeting the community's consultation/communication expectations by distributing and taking on board feedback received from surveys, the 24 hour information line and 'Your Say AGL'.

Appendix A Legislative Requirements

Legislation	Weblink
NSW Trade & Investment, Resources & Energy (March 2012) <i>Strategic Regional Land Use Policy Delivery, Guideline for community consultation requirements for Exploration.</i>	http://www.resourcesandenergy.nsw.gov.au/data/assets/pdf_file/0004/476239/Guideline-for-community-consultation-requirements-for-exploration.pdf
NSW Trade & Investment, Resources & Energy (September 2012) <i>Code of Practice for Coal Seam Gas, Fracture stimulation activities</i>	http://www.resourcesandenergy.nsw.gov.au/data/assets/pdf_file/0018/516114/Code-of-Practice-for-Coal-Seam-Gas-Fracture-Stimulation.PDF
Environment Protection and Biodiversity Conservation Act Conditions of Approval	http://www.environment.gov.au/epbc/notices/assessments/2008/4432/2008-4432-approval-decision.pdf
Part 3A Conditions of Approval	http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=3194

Appendix B IAP2 Public Participation Spectrum



International Association
for Public Participation
Australasia

IAP2 Public Participation Spectrum

Developed by the International Association for Public Participation

INCREASING LEVEL OF PUBLIC IMPACT

INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:	Public Participation Goal:
To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision-making in the hands of the public.
Promise to the Public:	Promise to the Public:	Promise to the Public:	Promise to the Public:	Promise to the Public:
We will keep You informed.	We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example Techniques to Consider:	Example Techniques to Consider:	Example Techniques to Consider:	Example Techniques to Consider:	Example Techniques to Consider:
<ul style="list-style-type: none"> • Fact sheets • Web Sites • Open houses 	<ul style="list-style-type: none"> • Public comment • Focus groups • Surveys • Public meetings 	<ul style="list-style-type: none"> • Workshops • Deliberate polling 	<ul style="list-style-type: none"> • Citizen Advisory • Committees • Consensus building • Participatory decision-making 	<ul style="list-style-type: none"> • Citizen juries • Ballots • Delegated decisions

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Appendix C Stakeholder and key interest's matrix

SAMPLE AREA OF INTEREST																	
	Drilling	Pipeline construction	Field development	Access / road development	Water and soil management	Access and compensation agreements	Central Processing Facility	Input into management plans	Environmental impacts	Construction impacts like noise, vibration, dust etc	Construction camps	Under bores	Waste management	Complaints and dispute management	Traffic management	Independent technical review / advice	Compounding community stress
STAKEHOLDERS																	
Landowners																	
Neighbours																	
Local Government																	
Mid Coast Water																	
Dungog Shire Council																	
Gloucester Shire Council																	
Great Lakes Council																	
Maitland City Council																	
Newcastle City Council																	
Port Stephens Council																	
Greater Taree Shire Council																	
State Government agencies authorities and regulators																	
NSW Office of Water																	
Hunter Central Rivers CMA																	
Department of Planning & Infrastructure																	
Department of Mineral Resources																	
Department of Primary Industries (Fisheries)																	
Hunter Water																	
Roads and Maritime Services (former RTA)																	
State Emergency Services																	
Office of Environment and Heritage																	
Road users																	
Local communities																	
Gloucester																	
Dungog																	
Forbesdale																	
Hexham																	
Stratford																	
Stroud and Stroud Road																	
Stratford																	
Wards River																	
Other communities along the pipeline corridor																	
New residents moving into the area																	
Tourists/short term visitors																	
Local Aboriginal Land Council																	
Traditional land owners																	
Interest groups																	
Barrington Gloucester Stroud Preservation Alliance (BGSPA)																	
The Gloucester Project (TGP)																	
Gloucester Residents in Partnership (GRIP)																	
Groundswell Gloucester																	
NSW Farmers Association																	
Local businesses																	
Rural Fire Services and SES																	
Local utilities Ausgrid, Essential Energy and Transgrid																	
Local industry																	
Local schools and school communities																	
Medical Services industry																	

Appendix D Gloucester Community Consultative Committee

Terms of Reference

1. Purpose of the GCCC

The purpose of the GCCC is to provide a forum for representatives of the Community, Government agencies and AGL to discuss AGL's Gloucester Gas Project (GGP) and related matters.

The GCCC is not a forum for debating the merits of the GGP; The GCCC provides advisory and consultative input into the management and decision-making process of the Project. The CCC does not have a decision-making role, but is a forum for identifying issues and where appropriate making recommendations to be put to the various decision-making bodies.

2. The Community Consultative Committee's aims are to:

- › Create a forum for discussion and exchange of information on topics related to the Project, including, the works and activities planned for the Project.
- › Identify project related local issues that should be taken into consideration in the exploration, development, construction and operational phases of the project by:
 - › raising issues in respect of Project activities that affect upon the community;
 - › considering options to improve community outcomes of the Project activities;
 - › advising on community consultation approaches and requirements and identifying the need for any further communication or consultation strategies, and;
 - › raising and discussing community concerns in a constructive and considered manner.
- › Act as a communication link between AGL, the community and other stakeholders.
 - › allowing AGL the opportunity to provide information about the Project to the community, and;
 - › allowing representatives of the community as a whole to pass on information about the Project to their constituents.

3. Protocols for the operation of the AGL Gloucester Gas Project CCC

The CCC will acknowledge and adhere to the following operating protocols:

- › Members will be responsible for providing information back to their local community and bringing information with them to the meetings about the feedback they have received.
- › Special 'one off' or "extraordinary" meetings of the CCC may be required from time to time to discuss specific project issues. Appropriate notice will be given for these meetings. These meetings can be called at the request of the CCC Chair, or by members of the GCCC, including AGL, through the Chair. They may be held face to face or by teleconference.
- › Technical advisers or specialists will attend meetings as required.
- › All information provided should be accurate, complete and timely. If documents are provided they should be written in a manner that is easy to understand.

- Where a response cannot be given at the meeting, questions to AGL shall be taken on notice and a reply provided at the next meeting or provided to the CCC Chair to be distributed to all members of the CCC.
- No single member shall make public statements purporting to represent the views of the CCC. The Chair can make comments on the activities of the CCC if the members of the CCC give consent.
- Any conflict of interest should be declared by members.
- CCC to discuss media attendance at the CCC with a recommendation to be communicated through the Chair.
- AGL will consider all advice and feedback provided by other members of the CCC. AGL will provide feedback on how this advice has been incorporated.
- Draft minutes from each meeting will be distributed electronically to members within 10 working days of each meeting. Members who wish to make comments/changes should send back these comments within 10 working days so every attempt can be made to publish the draft minutes to the Project website within 4 weeks of each meeting. Once the draft minutes are ratified at the subsequent CCC meeting, the final version of the minutes will be published to the Project website.

4. Membership

The membership of the CCC is to be made up of representatives from the following:

- Local Community, including residents, community groups and an Aboriginal representative
- Government agencies
- AGL Gloucester Gas Project team.

Each group / community member should have an alternate and the CCC made aware in advance of the stand-in representative.

The membership of the CCC will have a desired membership of 15 persons and reviewed after two years. Membership is on an exclusive basis once selected.

The Gloucester CCC members list for 2012/2013 is attached as Appendix D.

5. Observers

Observers may attend a CCC meeting at the formal invitation of the Chair following a request from a member. The observer has no input into the discussions of the CCC or voting rights.

6. Chair

The CCC meetings will be facilitated by the chair. The chair will not be a member of the CCC and is required to:

- Make constructive comment during the meetings of the CCC
- Ensure information between members is communicated clearly, and
- Ensure the meetings run smoothly and to time.

AGL will fund the Chair on behalf of the CCC.

7. Advisers

The CCC will have advisers who may be called upon to attend meetings of the CCC and provide information about the Project as required. These advisers could include environmental and heritage consultants. The role of the advisers is to advise and provide information to the CCC.

AGL will facilitate the process of engaging independent advisers on behalf of the CCC and will provide the funding.

8. Minutes and Support

Secretarial support will be provided by the Chair and will include the taking of minutes, preparation of agendas, and meeting logistics. Agendas will be issued 1 week prior to a meeting. Minutes will be prepared and issued two weeks following a meeting.

All members are to fund their own involvement in the CCC, however AGL will pay for reasonable travel expenses.

All meetings will be minuted and a final draft placed on the GGP website. Minutes will be confirmed at the next general meeting of the CCC with the final version to replace the draft on the GGP website.

AGL is to provide a hard copy of the latest minutes at the commencement of each CCC meeting.

Minutes have been paraphrased for conciseness and are not recorded verbatim.

9. Meetings

The CCC will meet at least 6 times per year. This frequency may increase at the discretion of the CCC.

Meetings will be flexible to accommodate key project milestones and potentially conflicting schedules.

To make the meetings accessible to everyone in the area most meetings will be held at Gloucester. Meetings will typically be held between 10am – 12noon on the fourth Thursday of every second month (except for December which should fall on 2nd Thursday to accommodate Christmas).

10. Code of Conduct – Personal and professional behaviour

Members are required to:

- act ethically and with integrity;
- treat members and colleagues with respect, courtesy, honesty and fairness, and have proper regard for their interests rights, safety and welfare;
- not harass, bully or discriminate against members and colleagues;
- contribute to a, safe and productive environment.

11. Restrictions

AGL will not disclose information that is classified as commercially sensitive information. All other information discussed in the CCC is considered to be publicly available information.

The CCC is not empowered to make commitments that bind the parties to financial or legal obligations.

Appendix E Gloucester Community Consultative Committee Membership

Members List 2013/2014

CCC Representative	Organisation / Membership / Role
Toni Laurie	AGL Land and Approvals Manager
Ian Shaw	AGL Lands Officer
Karyn Looby	AGL Community Relations Manager
Ed Robinson	Lower Waukivory Residents Group
Vacant	Dungog Shire Council
Clr Tony McKenzie	Dungog Shire Council
Rod Williams	Community Representative
David Mitchell	Avon Valley Landcare
Clr Jerry Germon	Gloucester Shire Council
Garry Smith	Barrington Gloucester Stroud Preservation Alliance
Tim Hickman	Community representative
Gerald McCalden	The Gloucester Project
Clr Karen Hutchinson	Great Lakes Council
Lee McElroy	Port Stephens Council
Clr Paul Hogan	Mid Coast Water
Anna Kaliska	Mid Coast Water
Graham Gardner	Gloucester Shire Council
Lisa Schiff	Great Lakes Council
CCC Chair	
Michael Ulph	GHD Senior Communications Specialist

Appendix F 3A Compliance Consultation

Abbreviations for table below

Department	Department of Planning and Environment
DoE	Commonwealth Department of the Environment
DPI	Department of Primary Industries
DRE	Division of Resources and Energy (within NSW Trade & Investment)
EPA	Environment Protection Authority
Hunter LLS	Hunter Local Land Services
NOW	NSW Office of Water
OCSG	Office of Coal Seam Gas
OEH	Office of Environment and Heritage
RMS	NSW Roads and Maritime Services
Secretary	Secretary of the Department, or nominee



Condition section	Condition ID	Requirement	Stakeholders
Project Design Requirements	2.1	<p>The Proponent shall in consultation with OCSG and NOW ensure that gas wells within the Stage 1 Gas Field Development Area are located consistent with the locational principles identified in Statement of Commitment 3 (concept area) of the Environmental Assessment, with consideration to flood prone land and with consideration to minimising the risk of groundwater impacts consistent with the requirements of condition 3.10. Prior to the commencement of construction of the Stage 1 Gas Field Development Area, the Proponent shall submit to OCSG location sheets identifying the final location of wells including associated infrastructure such as gas/water gathering lines and access roads. Where gas development is phased, the Proponent shall submit the above information (with appropriate updates) to OCSG prior to the commencement of each phase.</p> <p>Nothing in this condition precludes the Proponent from submitting the above required information as part of the Field Development Plan referred to in condition 3.10.</p>	OCSG NSW Office of Water (NOW) Department DRE Affected Landowners
	2.2	<p>The Proponent shall finalise the route alignment of the gas transmission pipeline within the 100 metre assessment corridor identified in the Environmental Assessment, in consultation with affected landowners, with the aim of maximising the length of route within existing disturbed areas (including existing infrastructure easements) and minimising conflict with private properties and land use. Where the route is proposed to traverse existing infrastructure easements, the Proponent shall ensure that the pipeline route is located in consultation with the owners of existing infrastructure within the</p>	Affected landowners DRE Owners of existing infrastructure (Ausgrid, Transgrid, RMS, ARTC)

		easement with the aim of minimising conflict with the ongoing operation and future upgrade/ maintenance requirements of that infrastructure. Prior to the commencement of construction of the gas transmission pipeline, the Proponent shall submit to the Department route alignment sheets identifying the final location of the pipeline.	
Watercourse crossings	3.4	<p>Unless otherwise agreed to by the Secretary, the Proponent shall ensure that any disturbance to watercourses and/or associated riparian vegetation is rehabilitated to a standard equal to or better than the existing condition in consultation with the NOW, Hunter LLS and DPI (Fisheries). Measures to facilitate the long-term rehabilitation of the site (including land stabilisation and re-vegetation) shall be implemented within six months of the cessation of construction activities at the relevant area.</p> <p>Unless otherwise agreed to by the Secretary, the Proponent shall monitor and maintain the condition of the rehabilitated area until such time that the area (including re-vegetated areas) has been verified by an independent and suitably qualified expert (whose appointment has been agreed to by the Secretary) as being well established, in good health and self-sustaining and rehabilitated to the standard required by this condition.</p>	<p>NOW Hunter LLS DPI (fisheries)</p> <p>Post construction</p>
Baseline Monitoring and Updated Hydrogeological Model	3.8	<p>Prior to the commencement of construction the project, the Proponent shall in consultation with NOW update the conceptual hydrogeological model developed during the assessment stage of the project (referred to in the document listed in condition 1.1d) based on baseline data gathered from (but not necessarily limited to), the pre-construction investigations identified below:</p> <p>a) seismic surveys of the site to identify geological features of risk;</p> <p>b) preliminary field sampling of hydraulic conductivity, groundwater levels, groundwater quality and surface water quality based on a packer, pump and slug testing program and surface water sampling; and</p> <p>c) long-term baseline monitoring (i.e. at least six months) at groundwater and surface water locations determined in consultation with NOW, to ensure representative baseline data on pre-construction conditions (including seasonal variability) in relation to the shallow rock and alluvial beneficial aquifers, deeper coal seam water bearing zones, groundwater users and surface waters.</p>	<p>NOW EPA DoE Department</p>

	3.9	<p>The updated conceptual hydrogeological model referred to in condition 3.88 shall be submitted for the Secretary’s approval, prior to the commencement of construction and shall include:</p> <ul style="list-style-type: none"> a) updated assessment of the potential for drawdown and displacement of shallow rock and alluvial beneficial aquifers, considering impacts to nearby registered bore users, based on detailed baseline data gathered from condition 3.8 a) to c); b) optimal areas for gas well location within the Stage 1 Gas Field Development Area based on minimising the risk of gas migration and of interaction with beneficial aquifers and the outcomes of the updated assessment; c) recommendations for phased gas well development including identifying the maximum number of gas wells that would be developed during the first phase of development and associated operational groundwater monitoring strategy consistent with the requirements of condition 4.1; and d) include an independent peer review by an appropriately experienced and qualified hydrogeologist (who is approved by the Secretary for the purposes of this condition) on the robustness and technical veracity of the model. <p>In submitting the updated conceptual hydrogeological model for the Secretary’s approval, the Proponent shall provide written evidence of consultation with NOW on the robustness and technical veracity of the model (including well location areas and phasing program) identifying the issues raised by NOW and how these have been addressed by the Proponent.</p>	<p>NOW EPA DoE Department</p>
<p>Field Development Plan Implementation during Operation</p>	3.10	<p>Unless otherwise agreed to by the Secretary, the Proponent shall ensure that gas wells within the Stage 1 Gas Field Development Area are developed in a phased manner to avoid and minimise adverse impacts to beneficial aquifers consistent with the requirements of condition 3.5. Prior to the commencement of construction of the Stage 1 Gas Field Development Area, the Proponent shall in consultation with NOW develop and submit to the Secretary for approval a Field Development Plan, which includes a phasing program for the development of gas wells and details of the final location of gas wells and associated infrastructure such as gas/water gathering lines and access roads for at least the first phase of gas well development identified in the Field Development Plan. As gas field development progresses, the Proponent shall in consultation with NOW update the Field Development Plan with phasing and location details of gas</p>	<p>NOW OCSG Department DPI</p>



		<p>wells and associated infrastructure for subsequent phases, and submit the plan to the Secretary for approval prior to the commencement of each phase.</p> <p>The Proponent shall ensure that the Field Development Plan includes a program that:</p> <ul style="list-style-type: none"> a) for the first phase of gas well development, is consistent with the recommendations of condition 3.9c); and b) for all subsequent phases of gas well development, is prepared in consultation with NOW, and: <ul style="list-style-type: none"> i. is consistent with the outcomes of the groundwater monitoring program and associated numerical hydro-geological model implemented in accordance with condition 4.1 and 4.2; ii. demonstrates satisfactory management of groundwater risks in accordance with condition 3.5; and iii. is in accordance with any requirements of the Secretary following review of groundwater monitoring results in accordance with conditions 4.1 and 4.2, to the satisfaction of the Secretary. 	
<p>Extracted Water Management</p>	<p>3.12</p>	<p>Unless otherwise agreed to by the Secretary, prior to the commencement of construction of the project, the Proponent shall develop an Extracted Water Management Strategy in consultation with OCSG, NOW, Hunter LLS, EPA and relevant Councils and to the satisfaction of the Secretary, which:</p> <ul style="list-style-type: none"> a) identifies the final suite of water disposal and re-use option(s) that would be implemented to manage groundwater extracted from the gas production wells; b) identifies the water quality required to achieve the disposal/ re-use option(s) identified in a) above including the procedure for monitoring of treated water to ensure that required water quality criteria are achieved; c) if discharge to surface waters is proposed – identifies details of all practical measures investigated to prevent, control, abate or mitigate that discharge; details of the receiving environment including water quality and flow conditions; proposed discharge rate and frequency; and details of all practical measures investigated to protect the environment from harm as a result of that discharge including demonstration that any discharge would satisfy the requirements of condition 3.1; d) if re-use for irrigation is proposed – demonstrates that there is demand for the volumes of water to be generated, details of all practical measures 	<p>OCSG NOW Hunter LLS EPA Relevant Councils</p>

		<p>investigated to protect the environment from harm including details of optimal application rates to prevent over-irrigation and associated salinity issues or groundwater contamination, and demonstration that any discharge would satisfy the requirements of condition 3.1;</p> <p>e) if extracted water is proposed to be made available to the market – demonstrates that suitable buyers of the water have been secured and where the water is proposed to supplement drinking water supplies, demonstration that the water quality is suitable for drinking water supplies;</p> <p>f) identifies the final option for the management of the salt volumes produced from the extracted water treatment process;</p> <p>g) includes a contingency strategy for the management of extracted water should the volumetric rate of groundwater extraction be greater than two mega litres per day (consistent with the requirements of condition 3.11), including analysis of associated risks to groundwater users and/ or surface waters and groundwater dependent ecosystems;</p> <p>h) provides an assessment of the need for control measures to be implemented at the extracted water and brine evaporation ponds to minimise wildlife (including bird) access to these ponds, with consideration to the water quality and associated risks to wildlife likely to be posed by these storage ponds; and</p> <p>i) provide for the development of site specific water quality criteria in accordance with the <i>Australian and New Zealand Guidelines for Fresh and Marine Water Quality 2000</i> (ANZECC 2000 Guidelines), as necessary, in consultation with DECCW, for the purposes of conditions b), c), d) and e) above.</p>	
Noise Impacts	3.16	<p>The hours of construction activities specified under conditions 3.14 and 3.15 of this approval may be varied with the prior written approval of the Secretary. Any request to alter the hours of construction specified under condition 3.14 and 3.15 shall be:</p> <p>a) considered on a case-by-case basis;</p> <p>b) accompanied by details of the nature and need for activities to be conducted during the varied construction hours including alternatives considered;</p> <p>c) accompanied by details of the likely noise levels at nearest sensitive receptors with and without mitigation;</p> <p>d) accompanied by details of all reasonable and feasible measures identified to minimise noise impact at nearest sensitive receptors;</p> <p>e) accompanied by details of consultation and notification undertaken with surrounding receptors (including, in respect to proposed gas drilling works on a</p>	<p>Identified receptors EPA</p> <p>Construction phase</p>

		24 hour basis – written agreement from affected landowners, where relevant construction noise goals are not expected to be achieved); and f) accompanied by written evidence demonstrating consultation with the EPA in relation to the proposed variation in construction times (including consideration of any comments made by the EPA).	
Detailed Design Noise Report	3.24	Unless otherwise agreed to by the Secretary, at least 3 months prior to the commissioning of the central processing facility and Tomago Receiving Station, the Proponent shall in consultation with EPA prepare and submit a Detailed Design Noise Report for the Secretary’s approval to confirm the predicted noise levels associated with the central processing facility and Tomago Receiving Station considering all reasonable and feasible at-source control measures (based on detailed design) at the sensitive receptors identified in Table 3.	EPA
Biodiversity Offset	3.34	Unless otherwise agreed to by the Secretary, prior to the commencement of construction of the project, the Proponent shall in consultation with OEH and DoE finalise and secure in perpetuity (through appropriate legal mechanisms), a compensatory habitat package, which offsets the biodiversity impacts of the project as specified below to the satisfaction of the Secretary. Unless otherwise agreed to by the Secretary, the package shall be finalised following: a) targeted surveys of the gas transmission pipeline corridor to confirm the project’s impacts on the following listed flora species, based on survey methodology determined in consultation with OEH: <i>Asperula conferta</i> (Trailing Woodruff), <i>Galium australe</i> (Tangled Bedstraw), <i>Callistemon linearifolius</i> (Nettled Bottle Brush), <i>Cryptostylis hunteriana</i> (Leafless Tongue Orchid), <i>Cynanchum elegans</i> (White-flaxed Wax Plant), <i>Grevillea Parviflora sub. Species parviflora</i> (Small-flower Grevillea), <i>Persicaria elatior</i> (Tall Knotweed), <i>Pomaderris queenslandica</i> (Scant Pomaderris), <i>Rhizanthella slateri</i> (Eastern Australian Underground Orchid) and <i>Tetradlea juncea</i> (Black-eyed Susan); b) survey of the offset site identified in the documents listed under condition 1.1e) in consultation with OEH and consistent with OEH’s Biobanking Methodology to confirm the ecological values of the site(s); c) based on b) above, demonstration that the offset site referred to in b) above, provides suitable offset (consistent with the principles of “maintain or improve”) for the biodiversity impacts of the project on: i) <i>Grevillea Parviflora sub. Species parviflora</i> , any additional listed flora species identified to be impacted by the gas transmission pipeline corridor based on a)	EPA NOW OEH DoE Department

		<p>above, and the habitat of any listed flora species identified to have a medium to high potential of occurring within the remaining disturbance footprint of the project;</p> <p>ii) habitat of the Grey-crowned Babbler species and any other fauna species identified to have a medium to high potential of occurring within the disturbance footprint of the project;</p> <p>iii) the Hunter Lowland Redgum Forest in the Sydney Basin and New South Wales North Coast Bioregions endangered ecological community; and</p> <p>iv) important native vegetation and habitat values within the disturbance footprint of the project;</p> <p>d) where the offset site referred to in b) above does not provide all required offset values as identified in c) above, the identification of additional offset measures and / or sites in consultation with OEH and DoE, to address residual offset requirements including survey of additional offset sites in accordance with b) above, where required; and</p> <p>e) finalisation of the management measures required to maintain the biodiversity values of each offset option identified, in perpetuity in consultation with OEH and DoE.</p> <p>In submitting the compensatory habitat package for the Secretary’s approval, the Proponent shall clearly detail the consultation undertaken with OEH and DoE, including opportunity provided to review draft versions of the package (should this be required by the agencies) and identification of the issues raised by the agencies and how these have been addressed in the package.</p>	
Heritage Impacts	3.35	<p>If during the course of construction the Proponent becomes aware of any previously unidentified Aboriginal object(s), all work likely to affect the object(s) shall cease immediately and the objects managed in accordance with the requirements of condition 7.2g)iv), in consultation with registered Aboriginal stakeholders.</p>	<p>Aboriginal stakeholder groups</p> <p>Only required in the event of discovering a previously unidentified Aboriginal object</p>
Traffic, Transport and	3.43	<p>The Proponent shall ensure that any disturbance to public roads associated with the pipeline crossing or any road upgrades to accommodate the construction or operational traffic associated with the project is designed and constructed in</p>	<p>RMS</p> <p>Relevant Council</p>



Access Impacts		consultation with and to meet the reasonable requirements of the relevant road authority (relevant Council or the RMS), to the satisfaction of the Secretary.	
	3.44	<p>Prior to the commencement of construction of the project, the Proponent shall commission a suitably qualified expert to assess the condition of all public roads proposed to be traversed by construction traffic associated with the project (including over-mass or over-dimensional vehicles) in consultation with relevant Councils and the RMS, and identify any upgrade requirements to accommodate project traffic for the duration of construction (including culvert, bridge and drainage design; intersection treatments; vehicle turning requirements; and site access) considering final traffic volumes. The road dilapidation report shall be submitted to the Secretary prior to the commencement of construction clearly identifying recommendations made by the Council and the RMS and how these have been addressed.</p> <p>The Proponent shall ensure that all upgrade measures identified in the report are implemented to meet the reasonable requirements of the relevant Council and the RMS, prior to the commencement of construction, to the satisfaction of the Secretary.</p>	Relevant Councils RMS
	3.45	<p>Prior to the commencement of operation of the project, the Proponent shall commission a suitably qualified expert to assess the condition of all public roads traversed by construction traffic associated with the project (including over-mass or over-dimensional vehicles) in consultation with Council and the RMS. Should the pre-operational dilapidation survey report identify any damage to roads attributable to construction traffic associated with the project, the Proponent shall repair the roads consistent with the recommendations of the pre-operational dilapidation survey report, within such time as agreed to with the relevant Council and the RMS and to meet the reasonable requirements of the relevant Council and the RMS. The pre-operation road dilapidation report shall be submitted to the Secretary prior to the commencement of operation, clearly identifying recommendations made by relevant Councils and the RMS and how these have been addressed, to the satisfaction of the Secretary.</p>	Relevant Councils RMS
Temporary Construction Facilities	3.54	<p>Prior to the commencement of construction of the Project, the Proponent shall prepare a Temporary Construction Facilities Management Strategy in consultation with EPA and relevant Councils to the satisfaction for the Secretary detailing:</p>	EPA Relevant Councils

		<p>a) the final location of all temporary construction facilities including construction camps, demonstrating that the facilities have been located consistent with the location principles identified in Statement of Commitment 4 (project area) of the Environmental Assessment; within the assessed footprint of the project; and to ensure that the facilities would not result in any increased impacts (including biodiversity, heritage items and noise) as assessed in the Environmental Assessment and Submissions Report;</p> <p>b) the scale and dimension of facilities including duration of establishment;</p> <p>c) utility and service requirements (such as sewage, water supply and electricity) required to operate the facilities for the duration of construction including demonstration that all relevant approvals for these services and connections have been obtained;</p> <p>d) management measures that would be implemented on site including behavioural protocols to ensure that the facilities do not pose a disturbance to surrounding receptors including noise, air quality, visual (and lighting), and traffic impacts;</p> <p>e) protocols that would be put in place to control or avoid any unintended social impacts (such as anti-social behaviour), particularly from the construction camps; and</p> <p>f) detailed decommissioning and rehabilitation requirements at the cessation of the construction period.</p>	
<p>Rehabilitation</p>	<p>3.55</p>	<p>The Proponent shall ensure that all surface areas of the project footprint which are disturbed during the construction but which are not required for the ongoing operation of the project (including temporary construction facility sites, construction access roads, relevant areas of the pipeline construction corridor and buried gas and water gathering lines) are rehabilitated consistent with existing land use in consultation with affected landowners, to a standard better than or equal to existing. In relation to areas which were vegetated prior to disturbance, this shall comprise a program of revegetation to a standard equal to or better than the existing condition (where this does not conflict with the ongoing operation of the gas transmission pipeline) to the satisfaction of the Secretary.</p> <p>Measures to facilitate the long-term rehabilitation of applicable surface areas (including land stabilisation and re-vegetation measures) shall be implemented within six months of the cessation of construction activities to the satisfaction of the Secretary, at the relevant area unless an alternative timeframe is agreed to</p>	<p>Affected landowners</p>



		<p>with the landowners. Unless otherwise agreed to by the Secretary, the Proponent shall monitor and maintain the condition of the rehabilitated areas to the satisfaction of the Secretary until such time that the areas (including re-vegetated areas) have been verified by an independent and suitably qualified expert (whose appointment has been agreed to by the Secretary) as being well established, in good health and self-sustaining and rehabilitated to the standard required by this condition.</p>	
<p>Ground Water Monitoring</p>	<p>4.1</p>	<p>Prior to the commencement of construction of the Project, the Proponent shall develop a Groundwater Monitoring Program in consultation with NOW and to the satisfaction of the Secretary, covering the operation of the Stage 1 Gas Field Development Area. The program shall detail the monitoring strategy that would be implemented to measure dewatering and water quality impacts of gas well development on beneficial aquifers (including associated groundwater users, surface waters and groundwater dependent ecosystems) during the implementation of the Field Development Plan for the Stage 1 Gas Field Development Area and measure any residual impacts following the decommissioning of wells. The program shall:</p> <ul style="list-style-type: none"> a) identify surface and groundwater monitoring locations demonstrating their appropriateness for obtaining representative water quality and water level data on operational impacts in relation to beneficial aquifers, groundwater users and surface waters. In the first instance the monitoring locations shall focus on the first phase of gas well development in the Field Development Plan, as identified under condition 3.10 and shall be updated as well development progresses; b) provide details of the monitoring points (including location, depth of monitoring, duration and frequency of monitoring and parameters to be monitored); c) identify performance criteria for gas well development, including monitoring criteria to detect early indicators of drawdown impacts to beneficial aquifers or of cumulative drawdown effects and hold points (based on risk assessment) for further development where adverse impacts are identified; d) identify the frequency of reporting on monitoring results including at a minimum prior to the commencement of each phase of the Field Development Plan (subsequent to the first phase) in accordance with the requirements of condition 3.10; e) include provisions for the monitoring of coal seam dewatering rates and hold points (based on risk assessment) in the case that water volumes are greater 	<p>NOW EPA Dept Planning & Environment</p>



		<p>than the predicted two mega litres per day (unless managed in accordance with condition 3.12g);</p> <p>f) include provisions for monitoring the potential for gas migration to the surface;</p> <p>g) provide detailed specifications (including information on toxicity and/ or carcinogenicity) of fracking fluids to be used in gas well development, with annual updates;</p> <p>h) include provisions for ongoing monitoring, post decommissioning of wells to determine any residual impacts;</p> <p>i) identify a procedure for contingency or remedial action where adverse impacts are identified including compensation to groundwater users and/or rehabilitation measures where affects to groundwater dependent ecosystems/ communities are attributed to the project; and</p> <p>j) identify mechanisms for the regular review and update of the program in consultation with NOW as required.</p> <p>In submitting the program for the Secretary’s approval, the Proponent shall provide written evidence of consultation with NOW on the robustness and acceptability of the monitoring program, including issues raised by NOW and how these have been addressed.</p> <p>The monitoring program shall be updated in consultation with NOW to the satisfaction of the Secretary, prior to the commencement of each phase of the Field Development Plan, taking into account the recommendations of the Numerical Hydrogeological Model developed in accordance with condition 4.2.</p>	
	4.2	<p>Prior to the commencement of construction of the Stage 1 Gas Field Development Area, the Proponent shall in consultation with NOW develop a Numerical Hydrogeological Model of the Stage 1 Gas Field Development Area building on the detailed conceptual hydrogeological model developed in accordance with conditions 3.8 and 3.9 to the satisfaction of the Secretary. The Model shall be used as a predictive, adaptive management and verification tool to guide the ongoing operation and implementation of gas wells as part of the Field Development Plan including feeding into recommendations on the phasing of gas wells in accordance with condition 3.10 (this includes identifying any impacts of the project from the previous phase of gas well development and the mitigation and contingency measure employed to control any impacts including their effectiveness and the recommended number and location of gas well to be</p>	NOW

		developed in the next phase). The Model shall also feed into recommendations on updates to the Groundwater Monitoring program in accordance condition 4.1	
Air Quality Performance Verification	4.7	Unless otherwise agreed to by EPA, the Proponent shall in consultation with EPA, prior to the commencement of construction, establish a meteorological station(s) at a representative location(s) to collect meteorological information representative of the Gloucester Valley, to enable air quality performance verification for the central processing facility in accordance with condition 4.8. At least one year's data must be collected for the purpose of undertaking the air quality performance verification required under condition 4.8 for the central processing facility.	EPA
Community and Stakeholder Engagement plan	6.5	<p>The Proponent shall prepare a Community and Stakeholder Engagement Plan which outlines measures for disseminating information on the development status of the project and methods for actively engaging with surrounding landowners, members of the community and affected stakeholders regarding issues that would be of interest/ concern to them during the detailed design, construction and operation of the project. This may include distribution of community newsletters, stakeholder meetings, community consultative committees and opportunities for site visits. The Plan shall include but not be limited to:</p> <p>a) procedures to finalise the detailed design of the project including gas well locations and gas transmission pipeline route in consultation with landowners;</p> <p>b) measure and procedures to work consultatively with landowners during construction and operational activities so as to minimise intrusion and disruption to existing land use including agricultural activities;</p> <p>c) measure and procedures to consult with affected stakeholders (including the owners of existing infrastructure within the proposed pipeline easement, mineral titleholders and quarry and mining operators) to minimise design, construction or operational impacts on existing infrastructure and future development potential and to manage cumulative impacts from neighbouring development;</p> <p>d) procedures to inform the local community of planned construction activities including construction traffic routes, potential traffic disruptions, high noise generating activities and works outside of normal construction hours; and</p> <p>e) dispute resolution processes in case of disagreement between parties including provision for an independent arbitrator.</p>	<p>Affected Landowners</p> <p>Owners of existing infrastructure (Ausgrid, Transgrid, RMS, ARTC)</p> <p>DPI</p> <p>Title holders</p> <p>Other interested stakeholders</p>

		<p>The Community and Stakeholder Engagement Plan shall be submitted for the approval of the Secretary prior to the commencement of the detailed design stage of the project covering at least the community engagement and consultation measures to be implemented during the detailed design phase. An updated plan shall be subsequently submitted for the approval of the Secretary, prior to the commencement of the construction stage and prior to the commencement of the operational stage of the project covering the community engagement and consultation measures to be undertaken in these respective stages of the project.</p>	
<p>Construction Environmental Management Plan</p>	<p>7.2</p>	<p>The Proponent shall prepare and implement a Construction Environmental Management Plan (CEMP) prior to the commencement of construction of the project to outline environmental management practices and procedures to be followed during construction of the project. The CEMP shall be consistent with <i>Guideline for the Preparation of Environmental Management Plans</i> (DIPNR, 2004) and shall include, but not necessarily be limited to:</p> <ul style="list-style-type: none"> a) a description of all activities to be undertaken on the site during construction including an indication of stages of construction, where relevant; b) identification of the potential for cumulative impacts with other construction activities or existing development (including mining) in the vicinity and how such impacts would be managed; c) identification of the location of temporary construction sites, details of construction material sourcing (including gravel and water requirements); d) a description of the statutory obligations that the Proponent is required to fulfil prior to and during construction including all relevant approvals, licences and permits required and applicable key legislation and policies; e) evidence of consultation with relevant public authorities including all applicable Councils, identifying how issues raised by these public authorities have been addressed in the plan; f) a description of the roles and responsibilities for all relevant employees and contractors involved in the construction of the project including relevant training and induction provisions for ensuring that all employees, contractors and sub-contractors are aware of their environmental and compliance obligations under these conditions of approval; g) an environmental risk analysis to identify the key environmental performance issues associated with the construction phase and details of how environmental performance would be monitored and managed to meet acceptable outcomes 	<p>Consultation required with various regulators for the development of the CEMP including consultation with registered Aboriginal stakeholders on the Aboriginal heritage sub-plan.</p> <p>OEH EPA RMS Relevant Councils</p>



	<p>including what actions will be taken to address identified potential adverse environmental impacts. In particular, the following environmental performance issues shall be addressed in the Plan:</p> <ul style="list-style-type: none">i) measures to monitor and manage dust emissions including dust generated by traffic on unsealed public roads and unsealed internal access tracks;ii) measures to monitor and manage noise, vibration and blasting impacts with consideration to cumulative impacts from surrounding development including: identification of nearest sensitive receptors and relevant construction noise and vibration goals applicable, identification of all reasonable and feasible measures proposed to be implemented to minimise construction noise and vibration impacts (including construction traffic noise impacts), measures for notifying surrounding receptors of noisy activities or works outside of standard hours, measures for monitoring compliance and responding to complaints and contingency strategy in the case that project related vibration or blasting results in damage to buildings or structures;iii) measures to monitor and manage traffic impacts in consultation with relevant road authorities (Council and RMS, as relevant) including: identification of construction traffic routes and traffic volumes along each route with considering to minimising traffic on local/ residential streets, potential traffic disruptions considering road safety and level of service, specific measures for minimising traffic impacts and mechanisms to monitor road condition during construction and remediate any damage attributable to the project (should such remediation be required prior to the requirements of condition 3.455 taking effect);iv) measures to monitor and manage Aboriginal heritage impacts in consultation with registered stakeholders and OEH including: i. details of management measures to be carried out in relation to already recorded sites and potential Aboriginal deposits (including further archaeological investigations and/ or salvage measures); ii. procedures for dealing with previously unidentified Aboriginal objects excluding human remains (including halting of works in the vicinity, assessment of the significance of the item(s) and determination of appropriate mitigation measures including when works can re-commence by a qualified archaeologist in consultation with registered Aboriginal stakeholders, assessment of the consistency of any new Aboriginal heritage impacts against the approved impacts of the project, and registering of the new site in the OEH AHIMS register);	
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		<p>iii. procedures for dealing with human remains (including halting of works in the vicinity and notification of the NSW Police, OEH and registered Aboriginal stakeholders and not-recommending any works in the area unless authorised by OEH and/ or the NSW Police); and</p> <p>iv. Aboriginal cultural heritage induction processes for construction personnel and procedures for ongoing Aboriginal consultation and involvement; and</p> <p>ii) emergency management measures including measures to control bushfires; and</p> <p>h) procedures for the periodic review and update of the Construction Environmental Management Plan as necessary.</p> <p>The Plan shall be submitted for the approval of the Secretary no later than one month prior to the commencement of Construction of the project or within such period as otherwise agreed by the Secretary. Construction shall not commence until written approval has been received from the Secretary.</p>	
	7.3	<p>As part of the Construction Environmental Management Plan for the project, required under condition 7.2 of this approval, the Proponent shall prepare and implement the following:</p> <p>a) a Flora and Fauna Management Plan to manage the construction impacts of the project on flora and fauna. The Flora and Fauna Management Plan shall be prepared in consultation with the OEH and the Hunter LLS and shall include, but not necessarily be limited to:</p> <p>(i) detailed constraint mapping of the final project area clearly identifying sensitive vegetation/habitat areas to be avoided and/or areas where site-specific management measures are required;</p> <p>(ii) measures for minimising and managing impacts to native vegetation and important habitat features including but not necessarily limited to: pre-clearance surveys by a qualified ecologist to identify sensitive vegetation areas or habitat features (such as hollow bearing trees and surface rock) and weed and pest management (including phytophthora management);</p> <p>(iii) measures to minimise disturbance of riparian and instream habitat including pre-construction surveys of each water crossing to identify habitat sensitivity (in particular habitat suitability for sensitive frog species) and measures to be undertaken to avoid and minimise impacts to riparian and instream habitat, including for sensitive frog species;</p>	<p>OEH Hunter LLS DPI (fisheries) NOW DoE</p>



	<p>(iv) small-flower Grevillea Management strategy in consultation with the OEH and DoE to manage impacts to the population identified within the pipeline corridor including pre-construction baseline surveys to identify the distribution and extent of the species and construction methodology to minimise construction widths and disturbance as far as practicable;</p> <p>(v) construction practices to avoid direct interaction/ injury to fauna including but not necessarily limited to:</p> <ul style="list-style-type: none">i. timing of construction so as to take into account sensitive life cycle stages for sensitive species;ii. pre-construction surveys for the presence of sensitive fauna by a qualified ecologist and protocols for the safe capture and release of fauna to adjacent habitat where fauna are identified to be in danger of injury or harm from construction; andiii. measures to minimise the potential for fauna to get trapped in trenches during construction and measures for monitoring and rescuing any species should they become trapped including ensuring that monitoring and rescue measures are undertaken by a qualified ecologist; and <p>(vi) measures for progressive rehabilitation during construction including identification of performance indicators and completion criteria for revegetation works and measures for the monitoring and maintenance of revegetation works consistent with the requirements of condition 3.555;</p> <p>b) a Watercourse Crossing Management Strategy prepared in consultation with NOW and DPI (Fisheries) to manage the construction impacts of pipeline waterway crossings including:</p> <ul style="list-style-type: none">(i) baseline surveys of each water crossing to identify habitat sensitivity and water course integrity;(ii) design details of each water course crossing;(iii) site specific mitigation measures to be implemented to minimise disturbance during construction; and(iv) rehabilitation requirements to stabilise bank structure and rehabilitate affected riparian vegetation including performance and completion criteria (based on base line surveys) and monitoring requirements; and <p>c) a Soil and Water Management Plan prepared in consultation with NOW and DPI (Fisheries) to manage the water quality impacts during construction. The plan shall detail:</p> <ul style="list-style-type: none">(i) pre-construction investigations including: soil testing to determine the likely potential for uncovering acid sulphate soils, investigation of the risk of	
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		<p>groundwater interception (particularly, shallow perched groundwater tables) during pipeline trenching or horizontal directional drilling, and identification of any sites of potentially contaminated soils which require remediation prior to the commencement of construction (such as previous industrial land use or intensive agricultural activity);</p> <p>(ii) base-line water quality monitoring (both upstream and downstream of the construction sites) and where required pre-construction monitoring of groundwater quality (particularly where there is a high risk of groundwater interception coupled with potential acid sulphate soils);</p> <p>(iii) a management strategy to control acid sulphate soil impacts at any identified acid sulphate soil areas and should they be uncovered during construction (including measures for testing, treatment, and disposal; protection and treatment of groundwater; and contingency measures in the case of an incident);</p> <p>(iv) site specific erosion and sediment control plans (detailing measures to control and protect waterways from runoff, control measures in the case of groundwater interception, measures to minimise the extent and duration of soil disturbance, measures for ground stabilisation including progressive rehabilitation, and contingency measures in the case of an incident);</p> <p>(v) strategy for contaminated soil management should any such areas be uncovered during construction (including measures for pre-construction testing, treatment, and disposal; measures for surface groundwater protection; and contingency measures in the case of an incident); and</p> <p>(vi) a water quality monitoring strategy to monitor downstream impacts to water quality during the construction phase, including a program for monitoring groundwater quality (where required) and trigger and hold points for compliance actions should adverse water quality be detected.</p>	
<p>Operation Environmental Management Plan</p>	<p>7.4</p>	<p>The Proponent shall prepare and implement an Operation Environmental Management Plan to detail an environmental management framework, practices and procedures to be followed during operation of the project. The Plan shall be consistent with <i>Guideline for the Preparation of Environmental Management Plans</i> (DIPNR 2004) and shall include, but not necessarily be limited to:</p> <p>a) a description of key operational and maintenance activities associated with the project;</p>	<p>EPA</p>



	<p>b) identification of all statutory and other obligations that the Proponent is required to fulfil in relation to operation of the project, including any approvals, licences, approvals and consultations;</p> <p>c) a description of the roles and responsibilities for all relevant employees and contractors involved in the operation of the project including relevant training and induction provisions for ensuring that all employees, contractors and sub-contractors are aware of their environmental and compliance obligations under these conditions of approval;</p> <p>d) overall environmental policies and principles to be applied to the operation of the project;</p> <p>e) an environmental risk analysis to identify the key environmental performance issues associated with the operation phase and details of how environmental performance would be monitored and managed to meet acceptable outcomes including what actions will be taken to address identified potential adverse environmental impacts. In particular, the following environmental performance issues shall be addressed in the Plan:</p> <ul style="list-style-type: none">(i) measures to monitor and manage groundwater impacts including residual impacts following decommissioning of gas wells in accordance with conditions 4.1 and 4.2;(ii) measures to monitor and manage flood risks including risks of equipment damage or disconnection during flood events and measures for clean-up and restoration;(iii) measures to monitor and manage noise emissions including measures for regular performance monitoring of noise generated by the project (in addition to measures identified in conditions 4.3) and 4.4), measures to proactively respond to and deal with noise complaints and procedure for the development of a case-specific noise management protocol in consultation with EPA to manage short-term noise amenity impacts at surrounding receptors in the case of works identified in condition 3.222b);(iv) measures to monitor and manage air quality impacts in accordance with the requirements of this approval;(v) measures to monitor and manage landscape plantings and revegetation measures;(vi) measures to monitor and manage operational traffic impacts particularly during maintenance events where operational traffic volumes associated with the project may increase and procedures for restoring any damage attributable to the project during the operation phase;	
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		<p>(vii) hazard and safety and emergency management measures including measures to control bushfires; and (viii) rehabilitation and completion criteria for the decommissioning and rehabilitation of the project; and f) procedures for the periodic review and update of the Operation Environmental Management Plan as necessary.</p> <p>The Operation Environmental Management Plan shall be submitted for the approval of the Secretary no later than one month prior to the commencement of Operation of the project or within such period as otherwise agreed by the Secretary. Operation shall not commence until written approval has been received from the Secretary.</p>	
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Appendix G Landholder Access Principles

AGL's Landholder Access Principles

We will act with honesty and integrity. We believe that trust is the most important part of establishing good landholder relationships.

We will pay reasonable legal costs incurred by you and compensation for your time. We recognise the time and effort you spend dealing with us.

We will pay you fair and equitable annual compensation for the use of your land. In addition, we will look for opportunities to compensate you in other useful ways.

We will respect you and your land.

- We will protect the environment and minimise our impact by meeting or exceeding statutory obligations, codes of practice and AGL company standards.
- We will minimise noise, dust and light from our operations to the extent possible, and we will respond as soon as possible if you contact us with a concern.
- We will avoid disturbing or interfering with your stock or use of land. If AGL or its contractors cause any loss or damage to your land, gardens, improvements or stock from its activities, we will pay for any loss or damage.
- We will rehabilitate your land in consultation with you, and make sure that you are satisfied with the final rehabilitation.
- At your request we will install cattle grids on the access roads we are using.
- We will always leave gates exactly as we found them i.e. the open or closed position unless told otherwise.

We will protect your water resources.

- We will carry out a baseline survey of your property's water sources before we carry out our activities.
- We commit to make good any direct impact to water quality or quantity in your bores, dams or other water storages, in the highly unlikely event that damage is caused by our operations.