

Community & Stakeholder Engagement Plan

Nyngan Solar Plant -
Operation



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1. Document Administration

Document Revision History

Date	Version	Author	Reviewer	Comment
22/12/2017	1.0	Alex Fitzpatrick, Community Relations Manager	Colin Hill, Asset Leader, Renewables	Creation of draft Nyngan Solar Plant community and stakeholder engagement plan.
08/01/2018	1.1	Alex Fitzpatrick, Community Relations Manager		Finalisation of plan for circulation.

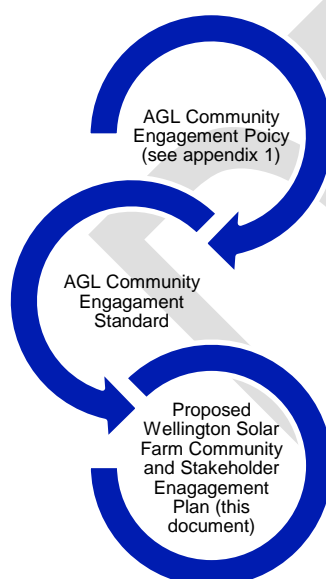
Review and update procedures

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

- Formally on an annual basis by the AGL Nyngan Solar Plant Project Community Relations Manager (CRM);
- Following any major incident (review may be restricted to applicable sections);
- Upon receipt of new regulatory amendments;
- To achieve the Key Performance Indicators;
- When directed by any appropriate regulator.

Application

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



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

Distribution

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

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

Table 1 Distribution List

Entity	Position	Name	Location
AGL	Asset Leader, Renewables	Colin Hill	Level 22, 200 George Street, Sydney, 2000
	Community Relations Manager	Alex Fitzpatrick	Level 24, 200 George Street, Sydney, 2000
	Project Manager, Gas & Renewables (East)	Hari Grifas	Level 22, 200 George Street, Sydney, 2000
	Land & Approvals Manager	Doug Hunt	Level 22, 200 George Street, Sydney, 2000
	Environment Manager	Bree Lacey	Level 7, 699 Bourke Street, Docklands, VIC, 3008
	Head of Government & Community Relations	Tony Chappel	Level 24, 200 George Street, Sydney, 2000
Community	Bogan Shire Council	General Manager - Derek Francis	81 Cobar Street, Nyngan, 2825
Government Agencies	NSW Division of Resources and Energy		
	Department of Planning and Environment		
	Federal Department of Environment and Energy		
Powering Australian Renewables Fund (PARF)	Head of PARF	Katie Barnett	Suite 10.06, Level 10, 70 Phillip Street, Sydney, 2000

2. Executive Summary

AGL Energy Limited (AGL) has prepared a Community and Stakeholder Engagement Plan to outline and document the community engagement proposed for the 102 MW Nyngan Solar Plant during its operational life.

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

The objectives of AGL's community engagement are to:

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

3. Project Context

AGL is one of Australia's leading integrated energy companies, with 3.6 million residential and small business customer accounts throughout Australia and a large generation portfolio with a total capacity of 10,415 MW. This portfolio includes the operation a range of fossil fuel fired generators and Australia's largest renewable energy generation fleet.

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

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

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

The Nyngan Solar Plant offers another form of generation to the AGL fleet, to ensure sufficient power supply to meet demand.

4. Powering Australian Renewables Fund (PARF)

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

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

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

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

5. Community Context

The solar plant occupies approximately 250 hectares of land, located approximately 10 kilometres west of Nyngan, off the Barrier Highway. The solar plant is located in the Bogan Shire Local Government Area.

The project site was flat and mostly cleared, with a buffer between the plant and nearby residents. In addition, the project site is well located between the regional centre of Dubbo to the east, and a number of mining loads at Cobar to the west, meaning there is significant need for electrical power in the region.

The Shire has an estimated population of 3,076 residents with the main town of Nyngan providing access to a range of services including an established network of medical services and amenities, educational facilities ranging from pre-school to tertiary, a range of accommodation options and a selection of entertainment and dining options.

Nyngan is located at the junction of the Mitchell and Barrier Highways and has a population of about 2,000, offering recreational and sporting facilities including bowls, golf, tennis, dancing, swimming, rugby union, rugby league, touch football, cricket, netball, fishing, soccer, little athletics and a pony club.

In the 2016 Census 49.5% of the Nyngan population were male and 50.5% were female. Aboriginal and/or Torres Strait Islander people made up 18.9% of the population, over six times the percentage of Aboriginal and/or Torres Strait Islander in New South Wales (NSW). Nyngan also has a higher proportion of youth (aged 0-19 years) and a higher proportion of residents aged 60-85 years than NSW overall averages.

The most common occupations in Nyngan are technicians and trades workers 15.1%, managers 14.8%, machinery operators and drivers 13.9%, labourers 13.5%, and community and personal service workers 12.9%.

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

- Engage with the right people;

- Utilise language and communications techniques that obtain cut-through with youth and the aging population, the indigenous community and a blue-collar workforce; and
- Understand local priorities and issues.

Utilising this evidence-based approach will ensure AGL's community engagement is effective and is tailored to the Nyngan community.

Although the Project is proposed within the Bogan Shire Local Government Area, AGL recognises that there may be interested stakeholders who are not from the region and AGL is willing to engage with those stakeholders. Community events will be structured to allow AGL and PARF to engage with stakeholders from outside the region as well as those from the local area.

6. Stakeholder Identification and Mapping

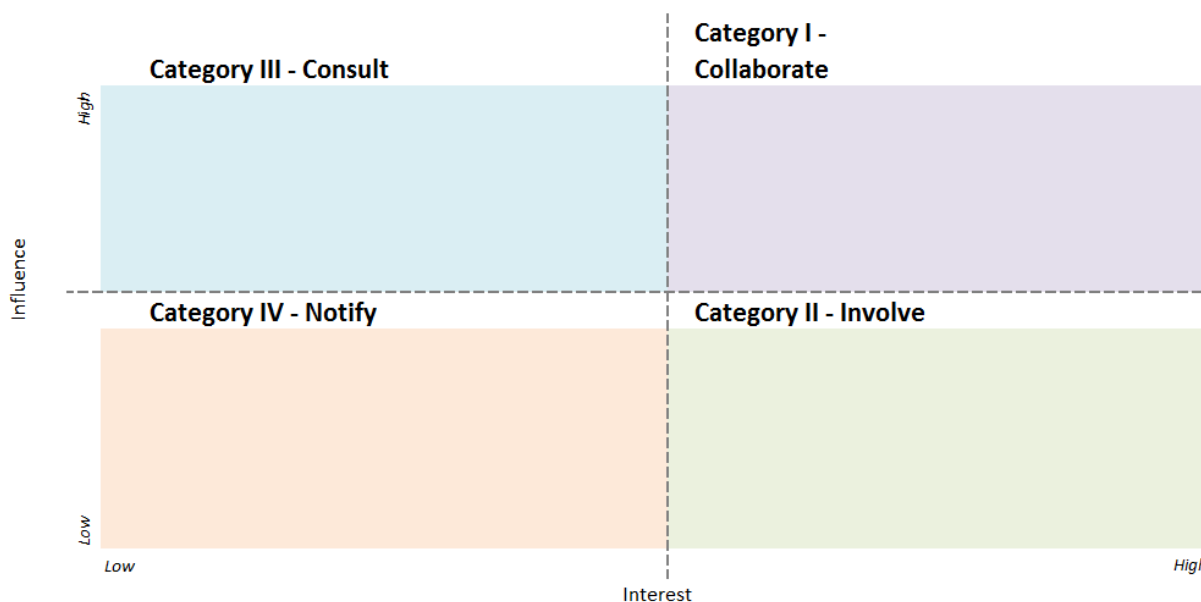
AGL understands that interest in the Project may not just be from directly affected landowners and neighbours, but will extend to the broader community. AGL proposes to engage people and individuals outside the directly affected project area as appropriate. Further, AGL acknowledges that the Plant may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

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

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

Figure 1 Stakeholder Identification Tool¹

¹ Stakeholder Identification Tool, Department of Mines, Industry Regulation and Safety, Government of Western Australia, 2017.



The stakeholder analysis tool categorises stakeholders in the following way:

- Category 1: stakeholders on which the Plant is likely to have a high level of impact (positive and negative) and those with a high level of interest in the Plant. This includes neighbours, residents, and businesses in close proximity to the Plant, local councils, relevant NSW Government Departments and Members of Parliament.
- Category 2: stakeholders on which the Plant is likely to have a high level of impact (positive and negative) but who have a lower level of interest in the Plant. This includes residents and businesses located further from the Plant.
- Category 3: stakeholders who have considerable interest in the Plant but on whom it has a relatively low impact.
- Category 4: stakeholders with comparatively little interest in the Plant and on whom it has little or no impact.

Table 4 outlines a high-level categorisation of stakeholders.

Table 4 The Plant Stakeholder Map

Category 3 - Consult	Category 1 - Collaborate
<ul style="list-style-type: none"> • Commonwealth Department of Environment and Energy • Federal Minister for the Environment • Interested community and environment groups • NSW Aboriginal Land Council (Stephen Ryan covers the Central Region) • Local media 	<ul style="list-style-type: none"> • Landowners (whom AGL will purchase property, or have an easement) • Near neighbours • NSW Minister for the Environment • NSW Minister for Planning • NSW Minister for Energy and Utilities • NSW Government: <ul style="list-style-type: none"> ○ Department of Planning and Environment (DPE)

<ul style="list-style-type: none"> ○ Nyngan Observer • Local utilities 	<ul style="list-style-type: none"> • Bogan Shire Council <ul style="list-style-type: none"> ○ Mayor ○ Councillors ○ General Manager and Council staff • First Solar
Category 4 – Notify	Category 2 – Involve
<ul style="list-style-type: none"> • Businesses in the broader area • Nyngan Lions Club • Cobar Rotary Club • Residents in the broader area 	<ul style="list-style-type: none"> • NSW Government <ul style="list-style-type: none"> ○ Central West Local Land Services ○ Division of Resource and Energy (DRE) ○ Office of Environment and Heritage (OEH) ○ Environmental Protection Authority (EPA) • State Member for Barwon (Kevin Humphries) • Federal Member for Parkes (Mark Coulton) • ARENA • Nyngan Local Aboriginal Land Council • Bogan Aboriginal Corporation • Shadow Minister for Environment and Heritage • Shadow Minister for Industry, Resources and Energy • NSW Greens Spokesperson for Energy • Shooters and Fishers Party • NSW Farmers

7. Community Engagement Strategy

AGL’s Community Engagement Commitments

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

The following outlines AGL’s commitments to the Nyngan community and the broader Orana region during the planning, approval, construction, operational and decommissioning stages of the Plant. AGL will:

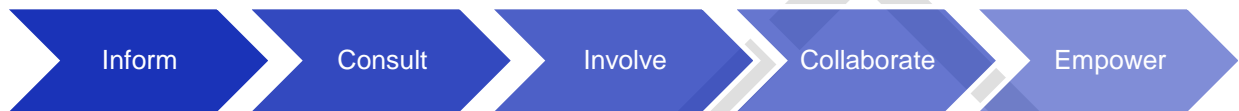
- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which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

Strategy and action plan

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

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

Figure 2 IAP2 Public Participation Spectrum



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

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

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

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

Ongoing community information sessions and tours are a good staple event that can be coordinated in partnership with the Bogan Shire Council.

The high indigenous population throughout the Orana region, and in particular in the Nyngan township, creates an opportunity for AGL to involve these groups and the broader community to create shared value and buy-in for the Plant.

This has already been demonstrated in a small way with the construction of the bush tucker garden that was produced in consultation with and for the benefit of local Indigenous communities.

8. Community Feedback Strategy

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

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

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

10. Evaluation and Monitoring

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

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

Maintaining consultation records

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

Monitoring

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

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



11. Appendix

Appendix 1: AGL's Community Engagement Policy

Aspiration

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

Vision

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

AGL's community engagement will exceed baseline regulatory requirements.

Scope

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

AGL's Community Engagement Commitments

AGL will:

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

Andy Vesey
CEO and Managing Director
AGL Energy Limited

February 2017



Appendix 2: AGL's Community Complaints & Feedback Policy

Purpose

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

Ownership

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

Scope

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

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

AGL's Community Complaints and Feedback Commitments

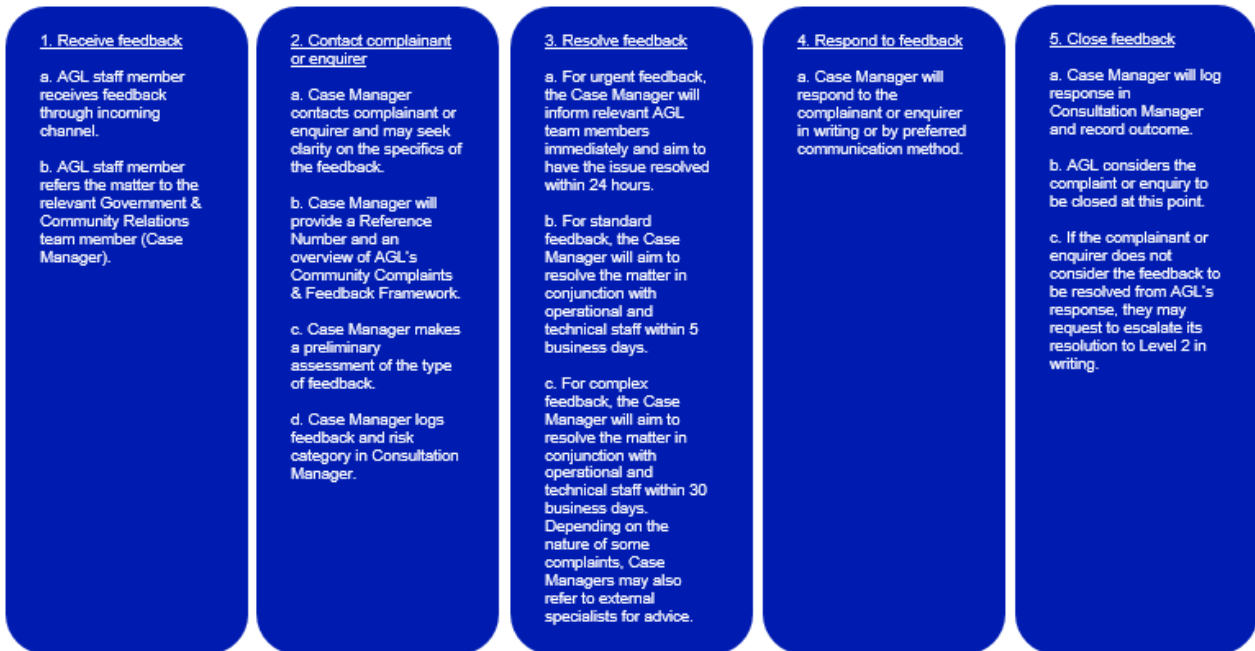
These commitments are aligned with AGL's *Complaints & Feedback Management Framework* and adopt the best practice principles outlined in the *Australia and New Zealand Standard 10002:2014 Guidelines for Complaint Management in Organisations*.

AGL will:

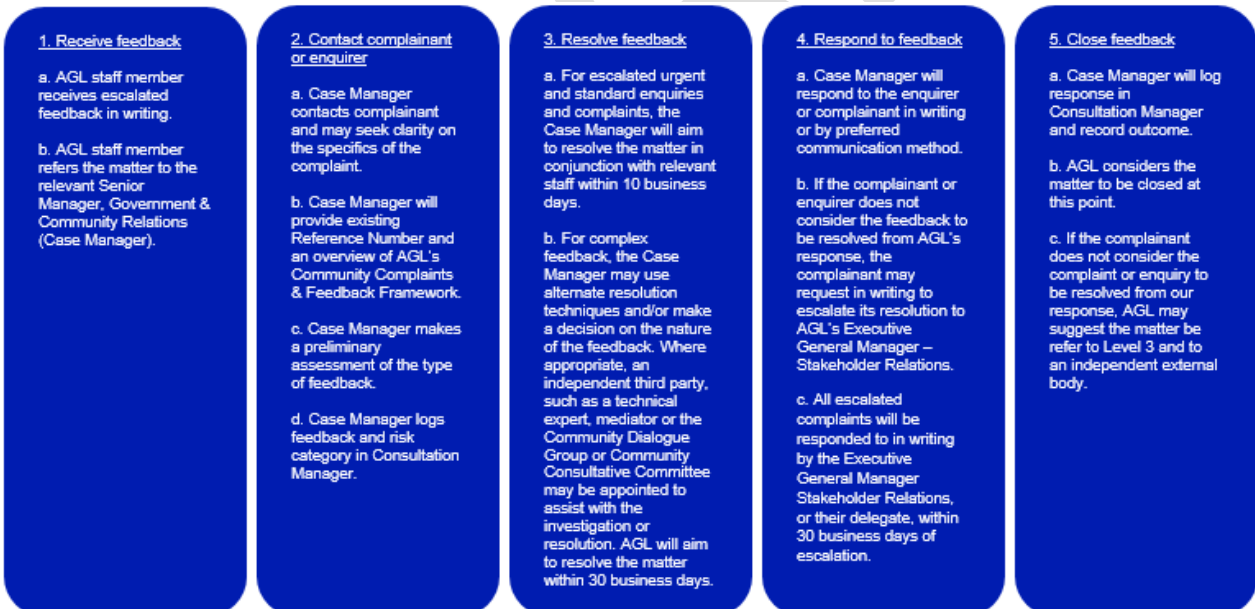
- Address issues before they become a potential area of complaint.
- Promote a culture that respects the rights of community members to lodge complaints and feedback in relation to our work.
- Ensure that the channels to provide complaints and feedback to AGL are clearly communicated to members of the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

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

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



Level 2: Internal Review and Escalation



Level 3: Conciliation and Closure

1. The complainant or enquirer may refer the matter to an independent external body for consideration.

Examples include:

- > Office of the National Wind Farm Commissioner
- > NSW Land and Water Commissioner
- > State Planning Departments
- > Tribunals and Courts

2. AGL will co-operate with the requirements and processes of independent external bodies.

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