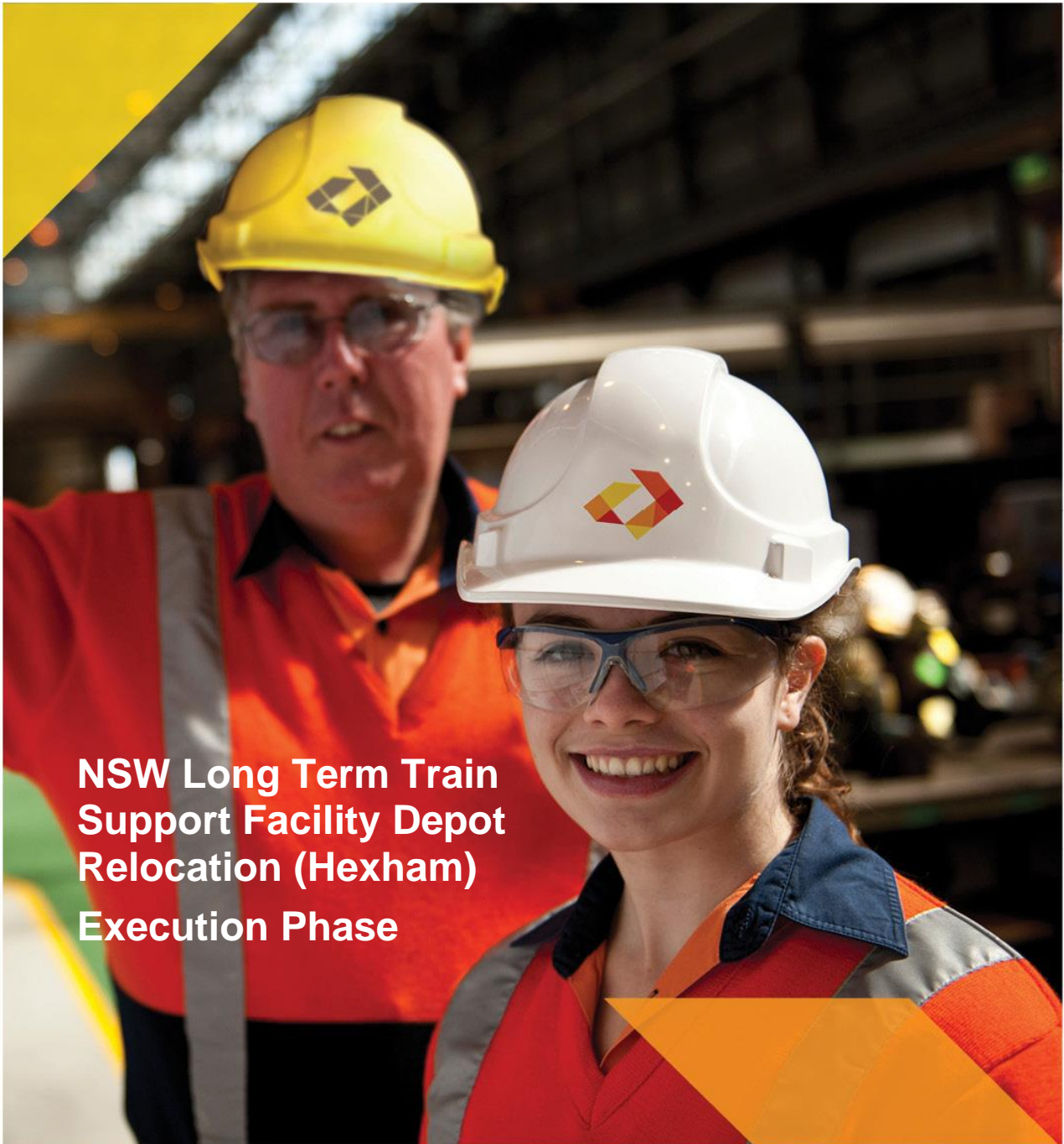


Community Communication Strategy

Project Engagement Plan (PEP)



**NSW Long Term Train
Support Facility Depot
Relocation (Hexham)
Execution Phase**

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Document Approval/ Sign Off

Position	Name	Signature	Date
Project Manager			

Version Control

Rev	Date	Author	Comments
1	10/08/2022	Harry Egan	

1.0 Background

A Project Application was prepared for the Hexham Train Support Facility (TSF) development in accordance with the former Part 3A of the *Environmental Planning and Assessment Act 1979* (EP&A Act) by Aurizon. The Project Application was transitioned to a State Significant Infrastructure Application under Part 5.1 of the EP&A Act by the Minister for Planning & Infrastructure on 16 August 2013. The TSF construction was finalised in 2015.

The Hexham TSF Depot Relocation project (the Project) is required to facilitate improved operational and safety outcomes through colocation of Aurizon operational and maintenance depots. In September 2022 the MP07_0171 MOD 2 project approval was issued by the Department of Planning and Environment to Aurizon permitting the construction of the Project.

This CCS addresses the relevant Minister's Conditions of Approval (MCoA) as shown in Table 1.1.

Table 1.1 Relevant Ministers Conditions of Approval

MCoA	Task Detail	Where Addressed
C29	<p>Utilities, services and other infrastructure potentially affected by construction of the SSI shall be identified prior to commencement of that part of construction which affects the item, to determine requirements for access to, diversion, protection, and/or support.</p> <p>Consultation with the relevant owner and/or provider of services that are likely to be affected by the SSI shall be undertaken to make suitable arrangements for access to, diversion, protection, and/or support of the affected infrastructure as required. The Proponent shall ensure that disruption to any service is minimised and shall be responsible for advising impacted service recipients prior to any planned disruption of service. The cost of any such arrangements shall be borne by the Proponent, unless otherwise agreed with the utility/service provider.</p>	Sections 2.7, 3.2 and Table 6.1
C30	Utilities, services and other infrastructure owners to be consulted shall include, but not be limited to, the Hunter Water Corporation, Jemena, Ausgrid, Optus and Brancourts.	Section 3.2
C31	Subject to agreement with the relevant property owner, any damage caused to property or infrastructure as a result of the SSI shall be rectified or the property owner compensated, within a reasonable timeframe, with the costs borne by the Proponent. This condition is not intended to limit any claims that the property owner may have against the Proponent.	Noted
D1	<p>Community Involvement</p> <p>The Proponent shall prepare and implement a Community Communication Strategy for the SSI. The Strategy shall be designed to provide mechanisms to facilitate communication between the Proponent (and its contractors), the Environmental Representative, City of Newcastle and the local community (broader and local stakeholders) on the detailed design, construction and environmental management of the SSI. The Strategy shall include, but not necessarily be limited to:</p> <ul style="list-style-type: none"> a) identification of stakeholders to be consulted as part of the Strategy, including affected and adjoining landowners; 	<p>a) Table 3.2 provides details on how the stakeholder and community members will be communicated with.</p> <p>b) Section 3.2.1 identifies each stakeholder and community member may be communicated with depending on their requirements and the most appropriate methods. Details of the methods of communication are dealt with specifically within table 6.1</p>

MCoA	Task Detail	Where Addressed
	<p>b) procedures and mechanisms for the regular distribution of information to stakeholders on the progress of the SSI and matters associated with environmental management;</p> <p>c) procedures and mechanisms through which stakeholders can discuss or provide feedback to the Proponent and/or Environmental Representative in relation to the environmental management and delivery of the SSI;</p> <p>d) procedures and mechanisms through which the Proponent can respond to any enquires or feedback from stakeholders in relation to the environmental management and delivery of the SSI; and</p> <p>e) procedures and mechanisms that would be implemented to resolve any issues/disputes that may arise between parties on the matters relating to the environmental management and delivery of the SSI. This may include the use of an appropriately qualified and experienced independent mediator.</p> <p>Key issues to be addressed in the Community Communication Strategy should include, but not necessarily be limited to:</p> <p>a) traffic management (including construction access and construction vehicle management);</p> <p>b) noise and vibration mitigation and management;</p> <p>c) erosion, sedimentation and stormwater management;</p> <p>d) surface and groundwater management;</p> <p>e) air quality; and</p> <p>f) construction scheduling and progress on construction activities.</p> <p>The Proponent shall maintain and implement the Strategy throughout construction of the SSI. The Strategy shall be submitted to the Director-General for approval at least one month prior to the commencement of construction, or as otherwise agreed to by the Director-General.</p> <p>Prior to construction of the Turning Angle Works, the Proponent must provide a copy of the revised plan including the Turning Angle Works to the Environmental Representative for approval. The ER may approve minor updates to the plan without further consultation with public authorities.</p>	<p>c) Section 8.2 describes the Dispute Resolution and Escalation process and how complainants can provide feedback to the ER. Monthly reporting described in Section 9.3 provides a record of all complaints to the ER.</p> <p>d) Section 8.1 describes the Complaints Management procedures:</p> <ul style="list-style-type: none"> • To define the mechanisms for providing feedback or complaints. • The contact details and methods for communication • An outline of the system and process used to record complaints and confirmation that these records will be kept for at least 12 months after completion of project construction. • An outline of the complaint management protocol is included in sections 8.1 and 8.2 <p>e) Section 8.2 describes the mechanism for disputes to be resolved and matters from stakeholders and the community to be escalated with Aurizon.</p>
D2	<p>Complaints and Enquiries Procedure</p> <p>Prior to the commencement of construction, the Proponent shall ensure that the following are available for community complaints and enquiries for the duration of construction:</p> <p>a) a 24 hour telephone number(s) on which complaints and enquiries about the construction and operation of the SSI may be registered;</p> <p>b) a postal address to which written complaints and enquiries may be sent;</p> <p>c) an email address to which electronic complaints and enquiries may be transmitted; and</p> <p>d) a mediation system for complaints unable to be resolved.</p>	Section 8.1 and 8.2.

MCoA	Task Detail	Where Addressed
	<p>The telephone number, the postal address and the email address shall be published in newspaper(s) circulating in the local area both prior to the commencement of construction and prior to the commencement of operation. The above details shall also be provided on the website (links or dedicated pages) required by this approval.</p> <p>Nothing in this condition precludes the Proponent from incorporating the requirements of this condition into, or utilising, an existing complaints and enquiries procedure administered by the Proponent, provided it is demonstrated to meet the requirements of this condition.</p>	
D3	<p>The Proponent must prepare and implement a Complaints Management System consistent with <i>AS 4269 Complaints Handling</i> prior to the commencement of construction activities and must maintain the System for the duration of construction and for up to 12 months following completion of construction of the SSI.</p> <p>Information on all complaints received, including the means by which they were addressed and whether resolution was reached and whether mediation was required or used, must be maintained by the Proponent and included in a complaints register. The information contained within the System must be made available to the Director-General on request.</p> <p>Nothing in this condition precludes the Proponent from incorporating the requirements of this condition into, or utilising, an existing complaints management system administered by the Proponent, provided it is demonstrated to meet the requirements of this condition.</p>	<p>Section 8.1 describes the 'Complaints Management System' recording and reporting database.</p> <p>Section 8.2 provides the mechanism for disputes to be resolved and matters from stakeholders and the community to be escalated with Aurizon</p>
D4	<p>Provision of Electronic Information</p> <p>A website providing information in relation to the SSI must be established before commencement of works and maintained for the duration of construction, and. Up-to-date information (excluding confidential commercial information) must be published before the relevant works commencing and maintained on the website or dedicated pages including:</p> <ul style="list-style-type: none"> a) information on the current implementation status of the SSI; b) a copy of the documents listed in Condition B1 of this approval, and any documentation relating to any modifications made to the SSI or the terms of this approval; c) a copy of this approval in its original form, a current consolidated copy of this approval (that is, including any approved modifications to its terms), and copies of any approval granted by the Minister to a modification of the terms of this approval; d) a copy of each statutory approval, licence or permit required and obtained in relation to the SSI; e) a current copy of each document required under the terms of this approval, which must be published before the commencement of any works to which they relate or before their implementation, as the case may be; and f) a copy of the compliance reports required under Condition D5 of this approval. 	<p>Section 9.2 provides details of the project website and the information that will be published and available to the community and stakeholders. The website will remain operational for at least 12 months after completion of construction of the project.</p>

MCoA	Task Detail	Where Addressed
	<p>Documents related to the construction of the project shall be maintained for a minimum of 24 months following the completion of construction of the Turning Angle Works. Documents related to the operation of the project must be maintained for the life of the project.</p>	
E53	<p>Private Property Access and Infrastructure</p> <p>Access to private property shall be maintained during construction, unless otherwise agreed with the property owner in advance. Where access to a property is to be affected by construction of the SSI, the Proponent shall provide an alternative access of a standard that is at least equivalent to that currently existing and meets relevant road safety standards, prior to commencement of construction, unless otherwise agreed with the property owner. Details for provision of altered access shall be determined in consultation with the landholder.</p>	Table 3.2
E62	<p>Prior to the commencement of construction, the Proponent shall prepare and (following approval) implement a Construction Environmental Management Plan for the SSI. The Plan shall be prepared in accordance with the <i>Guideline for the Preparation of Environmental Management Plans</i> (DIPNR, 2004) and outline the environmental management practices and procedures to be followed during construction, and shall include, but not necessarily be limited to:</p> <ul style="list-style-type: none"> f) details of community complaints handling procedures and community involvement strategies during construction, consistent with the requirements of conditions D1 and D2 of this approval, 	Section 8.0

2.0 Project Scope

2.1 Site Description

The site has a total area of 255ha, located at Hexham approximately 16km north-west of Newcastle CBD. The TSF is to be developed in a 38ha portion of the site parallel to the Great Northern Railway (GNR). The site is bounded by the GNR and the Pacific Highway to the east and the New England Highway to the north. To the south and west are rural properties and the Hexham Swamp Nature Reserve. The site is located within an industrial setting with only a small number of dwellings within the local vicinity of the site.

The majority of the site is currently vacant and un-used. A portion in the north of the site is currently being used by 'Brancourts' for a sewerage treatment plant and effluent irrigation area. The southern portion of the site contains relics of previous coal and rail industry use with abandoned rail loop, derelict buildings and buried coal tailings.

Attachment 1 shows the overall site map.

2.2 Indicative Timing and Scheduling

The project is expected to be completed over a nominal duration of months from approval. The indicative schedule of construction activities is summarised in Table 2.2.

Table 2.2 Indicative Construction Stages and Scheduling

Construction Phase	Activity	Indicative Schedule
Mobilisation	<ul style="list-style-type: none"> Tarro interchange dilapidation survey Delineation of sensitive areas Site establishment 	November 2022
Civil Earthworks	<ul style="list-style-type: none"> Clear and grub Strip topsoil Bulk earthworks Civil stormwater and services reticulation 	November 2022 to December 2023
Construction	<ul style="list-style-type: none"> Construction: Stage 1 - Depot Stage 2 - Warehouse of depot Stage 3 – Carpark Stage 4 – Heavy vehicle loading area Stage 5a and 5b – Eastern carpark 	December 2022 – August 2023
Demobilisation	<ul style="list-style-type: none"> Site clean-up and demobilisation 	May 2023

2.3 Construction Compounds

A primary site construction compound is proposed to be established within the Project footprint utilising existing access roads and laydown areas.

A security fence will be installed to the compound perimeters and the entry to the compounds gated. Lighting would also be installed throughout the yard to provide security. Appropriate identifying and safety signage will be installed. There would be a collection of various temporary site buildings including offices, amenities and ablutions in each compound as required.

General storage would be provided for by a number of 40ft (approx. 12m x 2.5m) shipping containers, as well as lay down areas for the storage of oversize items.

2.4 Remediation

Remediation will be carried out in accordance with the Site Management Plan and Acid Sulphate Soil Management Plan. Remediation activities may include:

- Additional sampling and testing of soils and stockpiles throughout the site to more accurately determine the extent of potential contamination;
- Removal of stockpiles for disposal in appropriate licenced landfill facilities; and
- Excavation of hydrocarbon impacted soils for landfarming (where appropriate) or disposal to a suitably licenced landfill facility. Where remediated soils can comply with the relevant soil criteria they will be reconditioned and reused as fill onsite.

2.5 Demobilisation

Following the commissioning of the TSF, final works may include landscaping and rehabilitation of disturbed areas. As these works are completed the removal of the temporary construction facilities including the site compound, fencing, signage and temporary environmental controls will be undertaken.

2.6 Work Hour and Personnel

Staff numbers are likely to be up to 50 during the construction phases of the project.

Work would be generally undertaken during standard construction work hours:

- 0700 to 1800 - Monday to Friday;
- 0800 to 1300 – Saturday;
- No work on Sundays or Public Holidays.

Construction work to be undertaken outside of the above standard work hours include:

- Oversize deliveries, unloading of machinery or any other emergency work required or as stipulated by the TfNSW / Police for safety reasons.

Any work proposed to be conducted outside of the standard work hours would be undertaken in accordance with the procedures described in this CEMP.

2.7 Community Engagement Objectives

2.7.1 Community Engagement Charter

The Aurizon Community Engagement Charter provides the governance for this plan and outlines the commitment and approach to engaging with community stakeholders. The Charter describes our philosophy toward community engagement, where and how we undertake the important business of engaging with our communities and relevant stakeholders.

2.7.2 Our Approach

Our approach is built on five key philosophies:

- Zero harm to the communities Aurizon operates within (in line with Aurizon's ZEROHARM philosophy)
- Building sustainable positive relationships between Aurizon, the community and stakeholders for the long term
- Establishing a dialogue with stakeholders to improve our performance and minimise our impacts
- No surprises from our activities for the community or stakeholders
- Building sustainable legacies in the communities in which we live and work, in line with our community investment priority areas

2.7.3 Core engagement principles

Aurizon's core engagement principles state that all engagement must be:

- **Genuine:** all engagement is to be undertaken with the genuine intent to reduce impacts and improve local relationships.
- **Honest:** all engagement must deal honestly with the impacts and opportunities presented by the organisation's activity.
- **Appropriate:** all engagement must seek to adequately match the needs of the project, the operation and the community to ensure the message is successfully delivered to its target and appropriate response is received.

2.7.4 Community engagement objectives

The community engagement objectives for the execution phase of the Turning Angle are:

- To manage the impacts of the TSF project in construction on directly impacted residents and the wider community through a well-planned and coordinated engagement implementation plan;
- To promptly manage any feedback that may arise as a result of the project's construction activities;
- To uphold the safety of directly impacted communities and the wider community;
- To uphold legislative and regulatory obligations; and
- To build and maintain positive relationships with the communities impacted by construction activities as a responsible corporate citizen and good neighbour.

Evaluation of this plan will be based on these stated objectives.

2.7.5 Key issues

Key issues that may need to be addressed through community engagement include the following aspects:

- Traffic management;
- Noise and vibration mitigation and management;
- Erosion, sedimentation and stormwater management;
- Surface and groundwater management;
- Air quality; and
- Construction scheduling and progress on construction activities.

3.0 Stakeholder and Community Profile

3.1 Internal Stakeholders

Table 3.1 Internal Stakeholders

Internal Stakeholders	Role	Responsibility	Approval Authority
Patrick Coleman	Principal Policy and Stakeholder	Engagement service governance and quality.	Communications and consultation
Mark Hairsine	Manager Media and Communications	External relations Media management	Media releases Media responses External presentations
Sam McSkimming	GM Operations – NSW & SEQ	Operations NSW and SEQ	Operations NSW and SEQ
Dave Mayo	Regional Maintenance Manager	NSW and SEQ Maintenance	NSW and SEQ Maintenance
Rachel Lauritzen	Project Manager	Delivery of project	Project governance
Harry Egan	Principal Adviser Environment	Projects environmental obligations and approvals	Environmental plans, planning approvals and community/complaints responses

3.2 External Stakeholders and Community

Table 3.2 Key External Stakeholders

Stakeholder Profile	Previous/ Ongoing Issues	Turning Angle Risks/issues	Communication Approach
Government Stakeholders			
Newcastle City Council	Woodlands Close Access; Septic system Flooding Biodiversity Impacts.	<ul style="list-style-type: none"> Change to site activities 	Consultation undertaken prior to submission of the EA and during public exhibition period.
ARTC	Shared access Construction coordination Property agreements.	<ul style="list-style-type: none"> Nil 	No consultation undertaken due to no impacts to the ARTC network.
Transport for NSW	Road occupancy licence; Traffic control; Traffic congestion on NEH; Safety Impact to Tarro Interchange	<ul style="list-style-type: none"> Impact to Tarro interchange from construction related movements and increase in traffic movements. 	<p>Consultation undertaken prior to submission of the EA and during public exhibition period.</p> <p>Dilapidation surveys will be undertaken before and after construction as required by the conditions of approval.</p> <p>These surveys will be issued to RM TfNSW</p>
NSW EPA	EPA recommended that Aurizon assess the requirement for an EPL.	<ul style="list-style-type: none"> Non-compliance with the <i>Protection of the Environment Operations Act 1997</i>. 	<p>Consultation undertaken prior to submission of the EA and during public exhibition period.</p> <p>No EPL required with no further consultation warranted.</p>
Utility Providers			
Jemena Gas	Asset protection	<ul style="list-style-type: none"> The Jemena gas main will not be impacted by the proposed works as all activities are not located in the proximity of its easement. 	Communication will occur as required through meetings and written correspondence on upcoming activities, to address any issues and to respond to their enquiries.
Telstra	Relocation of existing services including new connections	<ul style="list-style-type: none"> Telstra will not be impacted by the proposed works as all activities are not located in the proximity of its easement. 	Communication will occur as required through meetings and written correspondence on upcoming activities, to address any issues and to respond to their enquiries.
Optus	Nil	<ul style="list-style-type: none"> Optus will not be impacted by the proposed works as all activities are not located in the proximity of its easement. 	Communication will occur as required through meetings and written correspondence on upcoming activities, to address any issues and to respond to their enquiries.
Hunter Water Corporation	Connection and protection of existing services	<ul style="list-style-type: none"> Hunter Water Corporation will not be impacted by the 	Communication will occur as required through meetings and written correspondence on

Stakeholder Profile	Previous/ Ongoing Issues	Turning Angle Risks/issues	Communication Approach
		proposed works as all activities are not located in the proximity of its easement.	upcoming activities, to address any issues and to respond to their enquiries.
Ausgrid	Facilitation of supply	<ul style="list-style-type: none"> Ausgrid will not be impacted by the proposed works as all activities are not located in the proximity of its easement. 	Communication will occur as required through meetings and written correspondence on upcoming activities, to address any issues and to respond to their enquiries.
Transgrid	Maintaining clearance for access	<ul style="list-style-type: none"> Transgrid will not be impacted by the proposed works as all activities are not located in the proximity of its easement. 	Communication will occur as required through meetings and written correspondence on upcoming activities, to address any issues and to respond to their enquiries.

Emergency Services

Ambulance: Beresfield & Raymond Terrace NSW Fire Brigades: Mayfield West & Tarro NSW Police: Beresfield, Raymond Terrance and Waratah NSW Rural Fire Service: East Maitland State Emergency Services: Hunter Regional Office, Metford	Nil	<ul style="list-style-type: none"> Nil 	Emergency response plan developed by Construction contractor in consultation with the emergency services. Formal notifications will be issued as required
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Local Communities

John Hunter Hospital	Nil	<ul style="list-style-type: none"> Nil 	Not required
Nearby Residences (within .1km): <ul style="list-style-type: none"> M Haines H Lynch 	Access restriction Noise Flooding Security	<ul style="list-style-type: none"> Noise from construction activities or machinery Light spill Dust from construction activities Regenerated vibrations from construction activities Access restrictions Traffic delays and diversions Conditions of haulage routes Extra haulage traffic and safety Workers behaviours 	Implementation of Construction Environmental Management Plan Compliance with approved construction hours Contractor and staff induction on community obligations Advance notifications and implications Approved Traffic Control Plan Communication will occur with each nearby resident as required in the form of face-to-face meetings, emails and written correspondence to update on project process and respond to enquiries.
Nearby Businesses <ul style="list-style-type: none"> Industrial businesses along Maitland 	Nil	<ul style="list-style-type: none"> Workers behaviours 	As above

Stakeholder Profile	Previous/ Ongoing Issues	Turning Angle Risks/issues	Communication Approach
Rd (3km)			
Brancourts (on-site business)	Realigning and protecting existing service pipes	<ul style="list-style-type: none"> Nil 	<p>License and access agreements in place.</p> <p>Protection of assets</p> <p>Ground penetration permits</p> <p>Regular meetings held with senior management and project staff.</p> <p>Written correspondence as required on upcoming activities, to address any issues and to respond to their enquiries.</p>
Hunter Bird Observers	Nil	<ul style="list-style-type: none"> Nil 	<p>Information on the project's environmental controls will be provided on the Aurizon website.</p> <p>Regular communication as required with the representatives through phone discussions, meetings and written correspondence.</p>
<p>Schools:</p> <p>Blackhill Primary (5km)</p> <p>Beresfield Primary (5kms)</p> <p>Francis Greenway at Beresfield (6km)</p>	Nil	<ul style="list-style-type: none"> Nil 	<p>Ongoing stakeholder management and communication</p> <p>Regular communication will occur as required through meetings and written correspondence on upcoming activities, to address any issues and to respond to their enquiries.</p>
Commuter Communities			
<p>Newcastle Taxis,</p> <p>Newcastle Buses,</p> <p>New England Highway road commuters, &</p> <p>Hunter Valley Buses.</p>	Nil	<ul style="list-style-type: none"> Condition of haulage routes Extra haulage traffic and safety 	<p>A Traffic Control Plan (TCP) will be prepared and complied with.</p>

3.2.1 Communication Approach

The communication may vary between stakeholders to ensure that their communication requirements and issues are addressed through the most appropriate means. The approach to each stakeholder will be reviewed periodically and addressed to meet changing circumstances or other conditions that require a different approach or change in frequency.

Table 6.1 provides more detail on the specific engagement plan and its implementation.

3.2.2 Environmental Action Groups

Although the following are not considered external stakeholders, this plan will take into consideration communication with the following environmental action groups and organisations as needs in collaboration with Aurizon's environmental team:

- Hunter Wetlands Centre Australia
- Hunter Community Environment Centre
- Hunter Valley Protection Alliance
- Front Line Action on Coal
- Coal Terminal Action Group
- Rising Tide
- Lock the Gates

3.3 Community Investment

Aurizon is committed to supporting the communities in which we operate. Our approach is governed by the Aurizon Sponsorship Framework and seeks to establish sustainable positive contributions in the genres of Health & Wellbeing, Community Safety and Education.

Community investment opportunities will also take into consideration the Aurizon Community Giving Fund which is a bi-annual cash grant program. Community investment will be project managed and funded.

4.0 Key Performance Indicators (KPIs)

Table 4.1 Key Performance Indicators

Objectives	KPI Measure of success	KPI Measurement method	Timing
Build a positive working relationship between Aurizon stakeholders and local community	<ul style="list-style-type: none"> Build trust and partnership with the community and stakeholders Positive involvement of key stakeholder groups Stakeholders and community believe that Aurizon is communicating effectively with the community 	<ul style="list-style-type: none"> Number of positive feedback received from stakeholders and community. Surveys to internal and external stakeholders as required. 	<p>Throughout project</p> <p>Surveys at end of project.</p>
Ensure early identification and management of potential employee, stakeholder and community issues to avoid adverse impacts on the project	<ul style="list-style-type: none"> Effectively manage enquiries and complaints within the agreed KPI timeframes. Aurizon stakeholders and contractors participate in induction programs which outlines the community engagement processes, protocols and principles. Project team or sub-contractors develop innovations or solutions to reduce community impacts or improve community outcomes. Stakeholders and community approach Aurizon rather than approaching other community members and stakeholders 	<ul style="list-style-type: none"> Number of complaints received and response times and % closed out within 7 working days. Tool box talk or pre-start talks involving community obligations and provision of community contact cards. All innovations or solutions acknowledge by Project team. Provide communication channels to obtain feedback and issues via: <ul style="list-style-type: none"> Phone: 13 23 32, Email: community@aurizon.com.au Website: aurizon.com.au 	Fortnightly
Ensure an integrated, coordinated and consistent communication approach to build a positive awareness of the project.	<ul style="list-style-type: none"> Utilise multiple communication channels and materials to distribute project information and include key messages about the benefits of the project in all communication materials. Adherence to agreed and required approvals and notification periods Communication is proactive and consultation occurs prior to any milestone or construction activity – no surprises. Stakeholders and community are fully informed about project, progress, issues and achievements. 	<ul style="list-style-type: none"> Number of communication materials and activities utilised. % of adherence to notification periods and agreed approval timeframes. % of communication activities notified in advance of milestones and disruptive works. Continual review of communication activities and materials to ensure all the relevant projects information is provided. 	Fortnightly
Ensure project team and contractors understand and adhere to Aurizon's ZEROHARM policy.	<ul style="list-style-type: none"> Promote ZEROHARM in prestart meetings and communication materials Incorporate into all communication materials and interactions Aurizon's ZEROHARM philosophy 	<ul style="list-style-type: none"> % of safety incidents whilst on site Number of safety inductions Number of complaints relating to safety 	Throughout project

5.0 Key Messages

The following key messages and supporting messages relative to the project will be used in stakeholder engagement activities.

5.1 Aurizon messages

- Aurizon, Australia's largest rail freight operator and rail transporter of coal from mine to port is committed to supporting its business and the coal supply chain in the Hunter Valley.
- The footprint of the Project is located fully within the Hexham TSF project boundary and is consistent with existing infrastructure and activities.
- The Project will drive increased safety and operational outcomes through the colocation of operational depot and the existing maintenance facility.

5.2 Project messages

- The Project will be constructed over a continuous 7 month period. The TSF will continue to operate during the construction period;
- All traffic will access the site via the Tarro interchange;
- Detailed Traffic Control Plans (TCPs) have been prepared for the site and approved by the Newcastle City Council (NCC) and Transport for NSW (TfNSW) to ensure vehicle, commuter, cyclist and pedestrian safety during construction; and
- A detailed Environmental Assessment (EA) was undertaken for the project and identified environmental controls that have been incorporated into the project to mitigate impacts to groundwater, wetlands, stormwater and heritage.

5.3 Engagement messages

- Aurizon is committed to working with stakeholders and communities in an effort to address possible impacts from the project works;
- Aurizon will ensure nearby residents and businesses and the wider community are informed of works that may impact them prior to their commencement;
- Construction works will mainly be undertaken from Monday to Friday between 7am to 6pm and Saturday between 8am to 1pm. Aurizon will inform impacted communities prior to any works outside of these hours commencing;
- Measures will also be in place to minimise noise, dust and light spill when required;
- Aurizon apologises for any inconvenience this may cause and thank residents for their patience.
- Any questions or concerns and additional information regarding these works are to be directed to Aurizon on 13 23 32.

5.4 Environment messages

- Aurizon aims to continuously improve our environmental performance. An Environmental Management Plan has been implemented on site.

5.5 Safety messages

- Aurizon has a **ZEROHARM** policy. The safety of community, staff and contractors is critical to all of its rail operations, including all work undertaken as part of the TSF.

6.0 Implementation Plan

Table 6.1 below details the specific consultation measures. The mitigation measures are designed to ameliorate impacts on sensitive receivers. The strategies are based on the recommendations of the Environmental Assessment (EA), the Minister's Condition of Approvals (MCoA) and the Statement of Commitments (SoCs).

Table 6.1 Engagement Implementation Plan

Milestone	Activities	Timing	Stakeholders Targeted	Responsibility
Pre-construction	Public notice advert	Pre-construction as required	Nearby residential neighbours Tarro residents Neighbouring businesses NCC Commuters	Principal Advisor Environment
	Email with meetings upon request: <ul style="list-style-type: none"> • Timing of work • Access arrangements • Access impacts 	Pre-construction	Adjoining residential neighbours	Principal Adviser Environment and Project Manager
	Letters: <ul style="list-style-type: none"> • Project description • Timing of work • Contact information 	Pre-construction	Utility Providers	Principal Advisor Environment
Site establishment	Signage	Pre-construction	General	Project Manager or delegate
During Construction	Letterbox drop One on one meetings <ul style="list-style-type: none"> • Night work • Temporary loss of access 	Ongoing as required	Adjoining residential neighbours	Principal Advisor Environment
	Traffic alerts Road signage Community radio Website updates Twitter <ul style="list-style-type: none"> • Traffic impacts • Timing • Community feedback line 	Ongoing as required	Commuters	Principal Advisor Environment

Milestone	Activities	Timing	Stakeholders Targeted	Responsibility
Demobilisation	<ul style="list-style-type: none"> Email and one on one meetings as required 	End of Construction	Adjoining residences and businesses	Principal Advisor Environment

Note: Community investment and sponsorship activation plan will be considered separately.

7.0 Evaluation

Table 7.1 Project Engagement Evaluation

Objective	Measurement Method	Timing
1. To manage the impacts of the project on directly impacted residents and the wider community through a well planned and coordinated engagement implementation plan.	Notifications for community disruption (road closures, night work, noise, etc.) all issued with 5 days' notice. Number of returned mail. Number of complaints received and resolved. Number of channels engaged.	Duration of construction and operation
2. To promptly manage any feedback that may arise as a result of the project's construction activities.	All community feedback responded to within 48hours.	Duration of construction and operation
3. To uphold the safety of directly impacted communities and the wider community.	All communications collateral has a safety message.	Duration of construction and operation
4. To uphold legislative and regulatory obligations.	No non-compliance breaches.	Duration of construction and operation
5. To maintain positive relationships with the communities impacted by construction activities as a responsible corporate citizen and good neighbour.	Positive media coverage. Number of sponsorships and other community investment initiatives implemented. Number of complaints received and resolved.	Duration of construction and operation

8.0 Enquiries, feedback, complaints management

8.1 Complaints Management

Complaints received by Aurizon in association with construction activities shall be managed in accordance with the Aurizon Complaints Management Protocol.

Complaints can be made via the dedicated contact points provided below:

Telephone: 13 23 32

Email: community@aurizon.com.au

Web: aurizon.com.au (Contact Us)

Post: Aurizon, GPO Box 456, Brisbane, QLD 4000

All complaints will be recorded using a combination of databases including the Aurizon Complaints Manager. The Complaints Manager is a community interactions database system that is used to record community contact including complaints. The databases as a minimum will record the following for each inquiry and complaint:

- Date and time of complaint/enquiry.
- Type of communication (telephone, letter, meeting etc.).
- Name address, contact telephone number of complainant / enquirer.
- Details of the complaint and enquiry.
- Actions taken in response including follow up contact with the complainant.

Complaints will be responded to within 24 hours either via actions taken to resolve the complaint or a holding statement while the complaint is being investigated.

8.2 Dispute Resolution and Escalation

Aurizon's complaint management protocol has an escalation process to manage complaints that require immediate action by the project. This escalation process includes raising the issue upwards within the organisation to obtain appropriate awareness and addressing of the issues.

Responses to complaints will be provided back to the respondent through verbal and written communications as required.

The Complainant can re issue their complaint if they are not satisfied with the response. Un-resolved complaints will be escalated to the Project Director. The Project Director will handle the complaint and attempt to resolve this directly through meetings with the complainant and or other communication as required. If the complainant feels that the issue remains unresolved or is not satisfied with the response they can request that the complaint be escalated to the General Manager. The General Manager will then review the complaint and correspond with the complainant and attempt to resolve the issue.

Where an issue remains un-resolved, the Principal Adviser Environment will engage with the Environment Representative, if required to be engaged, to discuss appropriate mediation/resolution approaches.

Where issues remain unresolved, the complainant may forward their complaint direct to the DPE.

9.0 Reporting

9.1 Project Website

Prior to the commencement of construction a project webpage currently on the Aurizon website will be updated. The website will provide relevant project information, project status, upcoming events and activities on site, news and community correspondence issued. Specifically this will include

- Information on the project and implementation of the status of approval conditions;
- Project documentation as detailed by MP07_0171 Mod 2:
 - Application MP07_0171,

The project website will contain the project information hotline number, email address and enquiry/complaint contact details. The site will also provide will provide links to the Aurizon website

The website will remain operational for at least 12 months after completion of construction of the project.

9.2 Engagement Reports

The Adviser Environment will detail the proposed engagement activities for the reporting period in the Post Decommissioning Compliance Report. This report will also include a list of issues raised (new, current and outstanding). This report will be provided to the ER, if engaged, for inclusion in their monthly report as required. If the ER is not engaged this report will be issued directly to the DPE.

10.0 Supporting Information

This PEP is governed by a set of Aurizon enterprise corporate principles and established protocols relating to community engagement and its governance:

- Community Engagement Charter, Policy & Guidelines;
- External Communications (including media liaison);
- Personal safety protocol;
- Land access protocol;
- Political representative visits;
- Aurizon Events Principle;
- Aurizon complaints management;
- Construction pre-start induction – Community Engagement;
- Sponsorship framework and governance;
- Small claims management; and
- Site signage brand guidelines and safety signage manual.

These documents will be made available on request as required.

Annexure 1 – Community Engagement Statement

AURIZON Community Engagement

Aurizon recognises that acting responsibly, operating in a sustainable manner and providing a positive contribution to society is vital to our ongoing business success.

OUR COMMITMENT

Aurizon aims to responsibly consider the community in our actions and decisions and consider ourselves part of local communities and here for the long term. Our community engagement approach is built on five key philosophies:

- **Zero harm** to the communities Aurizon operates within.
- **Building sustainable positive relationships** between Aurizon, the community and stakeholders for the long term.
- **Establishing a dialogue** with stakeholders to improve our performance and minimise our impacts.
- **Building sustainable legacies** in the communities in which we live and work, in line with our community investment priority areas.
-
- Community Engagement strives to uphold the following commitments to the community in which our operations reside:
- We ensure the communities in which we operate are aware of any activity; and
- We undertake to engage any person or persons whose property, commercial activity or special interest area may be affected in any way by our activities.

OUR OBJECTIVES

- To create and maintain positive relationships within the communities in which we operate;
- To manage the impacts of our projects and operations on the community;
- To manage any feedback that may arise as a result of our project, operations or maintenance activities; and
- To uphold Aurizon's corporate social responsibility and legislative obligations.

We do this while at all times maintaining the highest possible safety standards.

For more information, please contact community@aurizon.com.au.

July 2013