

APPENDIX C CONSULTATION

Community & Stakeholder Engagement Plan

Wellington North Solar Plant





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Contents

| | |
|---|-----------|
| 1. Document Administration..... | 3 |
| Document Revision History | 3 |
| Review and update procedures | 3 |
| Application..... | 3 |
| 2. Executive Summary..... | 4 |
| 3. Project Context | 4 |
| 4. Community Context | 7 |
| 5. Stakeholder Identification and Mapping | 8 |
| 6. Community Engagement Strategy..... | 9 |
| AGL’s Community Engagement Commitments | 9 |
| Strategy and action plan | 9 |
| 7. Community Feedback Strategy | 11 |
| 8. Evaluation and Monitoring | 11 |
| Maintaining consultation records | 11 |
| Monitoring..... | 11 |
| 9. Appendix..... | 12 |
| Appendix 1: AGL’s Community Engagement Policy..... | 12 |
| Aspiration | 12 |
| Vision | 12 |
| Scope..... | 12 |
| AGL’s Community Engagement Commitments..... | 12 |
| Appendix 2: AGL’s Community Complaints & Feedback Policy | 13 |
| Ownership..... | 13 |
| Scope..... | 13 |
| AGL’s Community Complaints and Feedback Commitments | 13 |
| Level 2: Internal Review and Escalation..... | 14 |
| Level 3: Conciliation and Closure | 14 |

1. Document Administration

Document Revision History

| Date | Version | Author | Reviewer | Comment |
|------------|---------|---|----------------------------------|--|
| 14/09/2017 | 1.0 | Alex Fitzpatrick, Community Relations Manager | Jonathan Ambler, Project Manager | Creation of Community & Stakeholder Engagement Plan. |
| 29/12/2017 | 1.1 | Alex Fitzpatrick, Community Relations Manager | Jonathan Ambler, Project Manager | Incorporation of updated content from PEA. |
| 26/03/2018 | 1.2 | Alex Fitzpatrick, Community Relations Manager | Jonathan Ambler, Project Manager | Finalise Community & Stakeholder Engagement Plan. |

Review and update procedures

The Community and Stakeholder Engagement Plan ('the Plan') for the proposed Wellington North Solar Plant ('The Project') will be reviewed and, if necessary, amended and updated:

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

Application

The Plan has been developed with regard to AGL's Community Engagement Policy and Community Engagement Management Standard with the intention to engage the right stakeholders at the right time, and with the long-term aspiration of making the Wellington community better today and tomorrow because of AGL's activities.

The Plan is aligned with a framework that AGL have developed to ensure its community relations activities are a consistent and best practice approach.





2. Executive Summary

AGL Energy Limited (AGL) has prepared a Community and Stakeholder Engagement Plan to outline and document the proposed community engagement during the planning and development phase of the proposed 300 MW Wellington North Solar Plant.

The Plan outlines AGL's approach to engaging with the people from Wellington and the surrounding area and will be based on evidence (through desktop research, face to face meetings and demographic data), previous experience and knowledge sharing from AGL employees at a project development and community relations level, and best practice (with regard to the International Association for Public Participation's (IAP2) Core Values and Public Participation Spectrum).

The objectives of AGL's community engagement are to:

- **Inform the local community and stakeholders** of the proposed project and how members of the community can be involved in the planning process.
- **Communicate and engage with community members** to ensure community feedback is considered during AGL's planning and decision-making processes, understand and respond to potential impacts to people, properties and the local community and, to minimise AGL's disruption in the community.
- **Understand how AGL can positively contribute to the local community** for the planning, construction, operation and rehabilitation of the project and create a positive, lasting legacy.

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.

In December 2017, AGL announced the 'NSW Generation Plan' to begin the process of replacement of the Liddell power station. The plan shows that with a mix of new, cleaner technology, AGL can improve the reliability and affordability of energy supply for NSW consumers. Wellington North Solar Plant may contribute to the replacement of the Liddell power station, providing affordable clean energy for the NSW market.

The Project is located close to the existing TransGrid Wellington 330 kV Substation – a robust part of the NSW transmission network.

The proposal to construct and operate the Wellington North Solar Plant requires development consent under Part 4 of the NSW Environmental Planning and Assessment Act 1979 (EP&A Act).



The proposal is development for the purpose of electricity generating works with a capital cost in excess of \$30 million and is therefore classified as State Significant Development (SSD) under State Environmental Planning Policy (State and Regional Development) 2011.

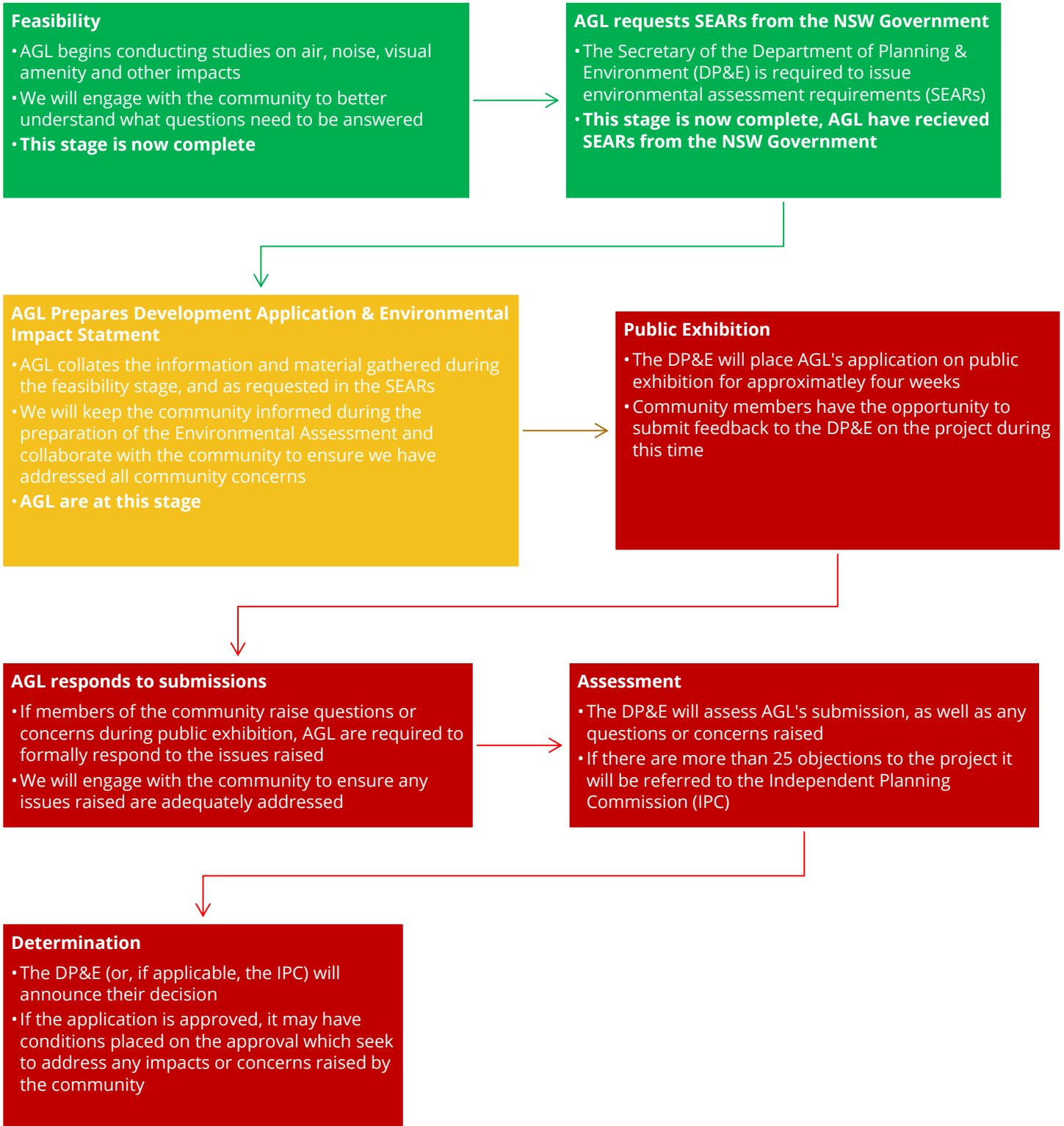
An Environmental Impact Statement (EIS) is required to be prepared for State Significant Developments. The EIS will document all community consultation activities undertaken for the Wellington North Solar Plant.

The following chart maps the NSW Planning Process for SSD:

Publicly available documentation associated with this process can be found on the DPE website for Major Projects here (http://majorprojects.planning.nsw.gov.au/index.pl?action=view_job&job_id=8895).



Chart 1 NSW Planning Process





4. Community Context

The Wellington North Solar Plant proposal site is located approximately seven kilometres (km) north east of Wellington off Goolma Road, in the Orana region of central western NSW. The site is located within the Dubbo Regional Local Government Area (LGA). The proposed solar plant would connect to an existing TransGrid substation approximately 2.4km south of the site.

The land surrounding the proposal site includes crops and grazing land, the Wellington and Macquarie Correctional Centres and the TransGrid 330kV Substation. Agriculture is the main local industry for employment in the Wellington district, including sheep, beef cattle and grain farming (15.2% in 2011) (ABS, 2011). The steeper land to the east of Wellington supports mainly grazing activities and the gentle undulating land to the west supports mainly cereal production. Mining exploration activity is of continuing interest, with a number of mineral deposits within the area (Regional Development Australia – Orana, 2016).

Wellington is the main town and rural centre within the locality, with a population of 4,077 people (ABS, 2016). Community facilities and services in the locality include numerous parks and reserves, Wellington fire station and local schools including Wellington Public School, Wellington Christian School and Wellington High School (Dubbo Regional Council, 2017). The Wellington and Macquarie Correctional Centres are also situated on the outskirts of the town (the proposed solar plant will be directly adjacent to the Wellington Correctional Centre). Attractions for Wellington include the Oxley Museum, Eris Fleming Art Gallery, Wellington Caves and Phosphate Mines, Wellington Golf Club and Oxley Park that supports local aboriginal history. The town is involved in numerous community events including the Wellington Bicentenary, Annual Eisteddfods and weekly Rotary Markets.

Approximately 134 residences are located within 2 km of the proposed solar plant or transmission lines, with seven residences within 400 m of the site.

The Wellington area has a higher proportion (25.63%) of residents identifying as Aboriginal, compared to the Orana Regional Development Area (RDA) (14%) and NSW (2.38%). Furthermore, there is a slightly higher proportion of residents identifying as Torres Strait Islander and both Aboriginal and Torres Strait Islander compared to the Orana RDA and NSW.

Interesting features within the region includes Mount Arthur Reserve. The reserve is located outside the town of Wellington and approximately 4.5 km to the south-west of the site. Rising to 563 m above sea-level (ASL), this 2,123 ha reserve is set aside for public recreation and environmental protection. Seven marked walking trails are available within the reserve with scenic vantage points from the three main peaks providing views over Wellington, the valley and the Bell and Macquarie Rivers.

Siding Spring Observatory is located approximately 130 km north of the proposed Wellington North Solar Plant. The Dark Sky Region in NSW is centred upon the site of this observatory which is considered Australia's most important visible-light observatory. The Dark Sky region consists of land within a 200 km radius of the observatory, which therefore includes the solar plant proposal site.



5. Stakeholder Identification and Mapping

Stakeholder mapping has been undertaken to identify those who may experience impacts (both positive and negative) and those with an interest in the Project. This includes:

- affected landowners and neighbours;
- relevant local, State and Commonwealth Government authorities;
- infrastructure and service providers;
- community groups;
- exploration licence holders;
- quarry operators; and
- mineral title holders.

AGL understands that interest in the Project will extend from directly affected landowners and neighbours to the broader community. AGL proposes to engage people and individuals outside the directly affected project area as appropriate. Furthermore, AGL acknowledges that the Project 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 has been established to record and report on all communication and engagement activities.

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

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

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

6. Community Engagement Strategy

AGL's Community Engagement Commitments

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

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

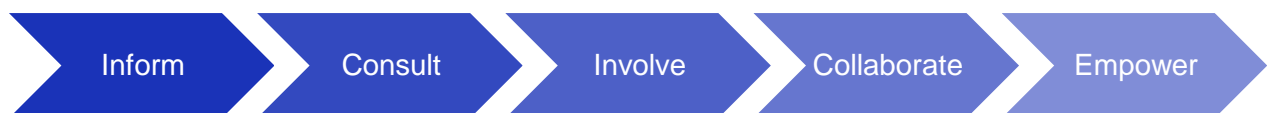
- **Be proactive:** we will engage with communities early and often, so that we understand and respond to their interests and concerns.
- **Be flexible and inclusive:** we will offer a range of engagement opportunities that are tailored to the variety of needs and preferences of the communities in which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

Strategy and action plan

The proposed Project will be complemented by best practice community engagement and respect for the communities with which we engage with and work. Our approach is led by the 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 Project. These mediums assist with the creation of a communications plan that will sit side-by-side with this plan.



Work with First Solar to communicate cumulative impacts

First Solar is developing the 550-hectare Wellington Solar farm directly adjacent to AGL's proposed site. Recognising this and communicating the cumulative impacts of the two large-scale solar plants to the community is important for AGL to ensure it continues to work with the community in a transparent way.

First Solar has developed a Community Consultation Plan to ensure the community have opportunities to provide input into the assessment and development process of their project and have expressed a willingness to work closely with AGL where appropriate.

Key cumulative impact issues that could be addressed through joint consultation include:

- Landscape and visual impacts;
- Ecological impacts;
- Agricultural and horticultural impacts; and
- Socio-economic impact.

Sharing of information and, where possible, joint consultation will enable AGL and First Solar to communicate both the positive and negative impacts that could result from the close proximity of the solar plants and will ensure the businesses are aligned and consistent with communications. This is important so that mixed-messaging and confusion does not arise in the local area.

Provide opportunities for the community to engage with AGL on the Wellington North Solar Plant

AGL recognises that there may be interested stakeholders who are unable to engage with us during working hours, may work out of town or may not be from the region.

As such, we will provide a range of opportunities for these stakeholders to engage with AGL with a view to achieve the objectives set in this plan and actively achieve AGL's community engagement commitments.

These include:

- Community drop-in sessions;
- 1:1 meetings;
- Presentations to local community groups;
- Invitations to visit an operational solar plant; and
- Via our 24-hour Enquiries and Complaints Hotline (1800 039 600), email (AGLCommunity@agl.com.au) and website (agl.com.au/wellingtonnorthsolar).



7. 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 | <p>The project-specific website allows for community members to find out the latest project updates.</p> <ul style="list-style-type: none"> • agl.com.au/wellingtonnorthsolar |
| 24-hour Enquiries and Complaints Hotline | <p>An Enquiries and Complaints Hotline is available for all stakeholders to contact with questions and is available 24/7.</p> <ul style="list-style-type: none"> • 1800 039 600 |
| Email | <p>The AGL Community email address allows stakeholders to provide feedback, or ask questions.</p> <ul style="list-style-type: none"> • AGLCommunity@agl.com.au |

8. 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. AGL staff will update the a 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.



9. 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

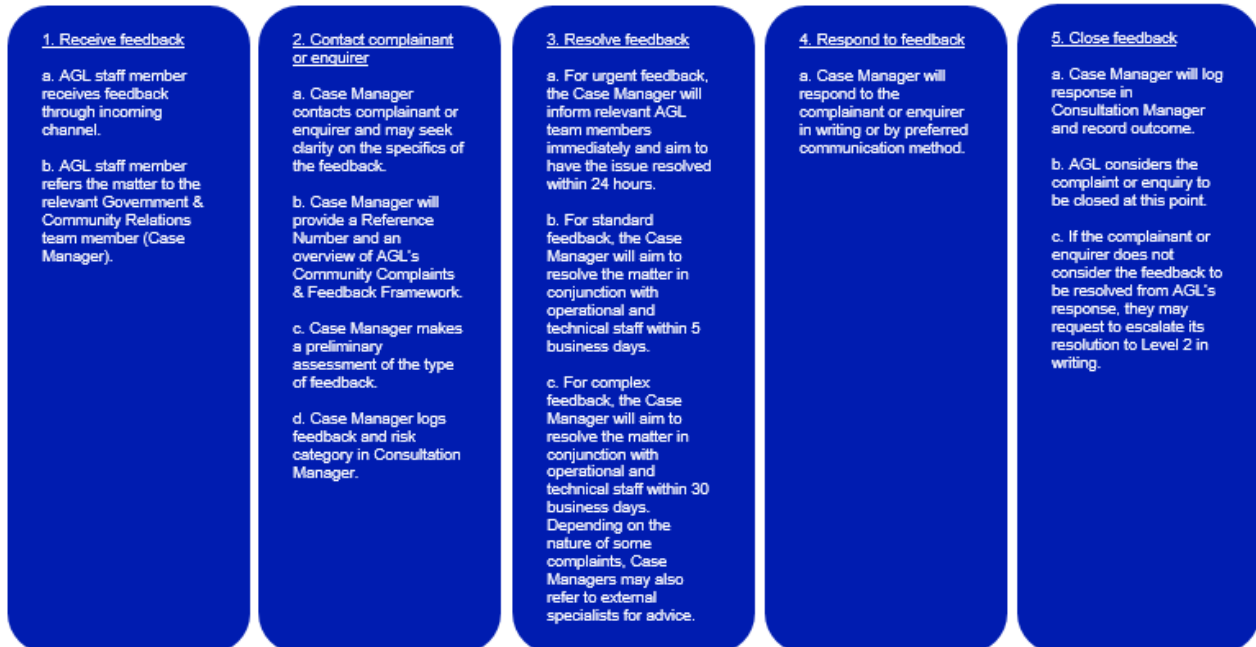
These commitments are aligned with AGL's *Complaints & Feedback Management Framework* and adopt the best practice principles outlined in the *Australia and New Zealand Standard 10002:2014 Guidelines for Complaint Management in Organisations*.

AGL will:

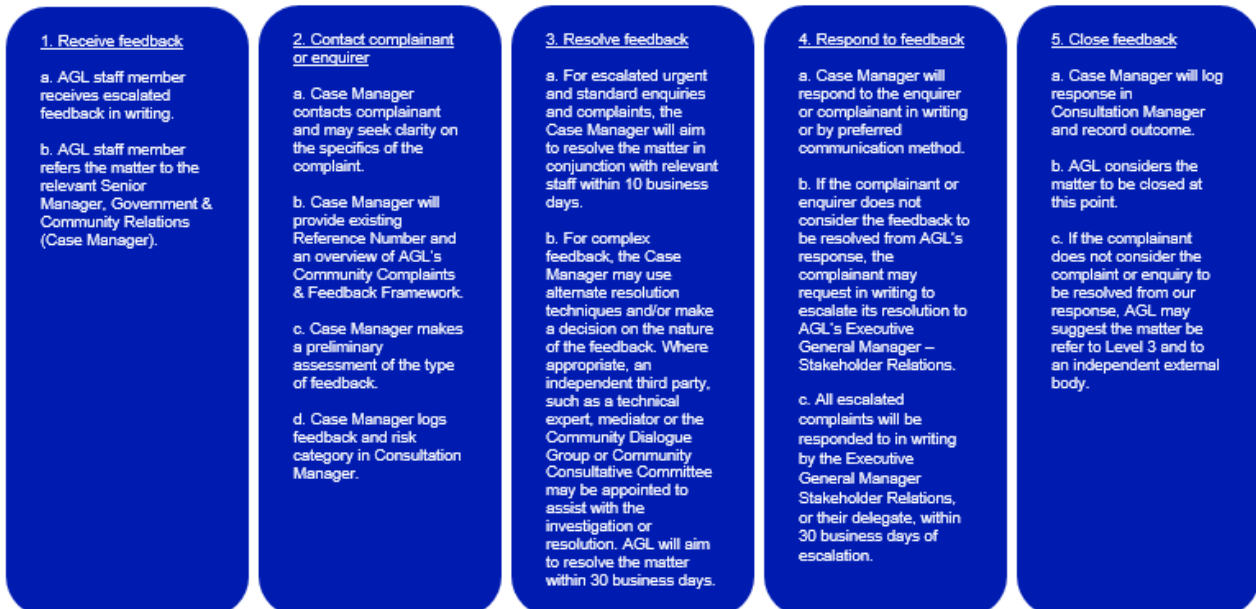
- Address issues before they become a potential area of complaint.
- Promote a culture that respects the rights of community members to lodge complaints and feedback in relation to our work.
- Ensure that the channels to provide complaints and feedback to AGL are clearly communicated to members of the 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

