

## CHAPTER 4      STAKEHOLDER ENGAGEMENT

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## 4 STAKEHOLDER ENGAGEMENT

This chapter summarises the consultation undertaken and stakeholder involvement that has occurred since the programme commenced in 2006.

### 4.1 INTRODUCTION

BHOP believes the building of relationships with the community based on trust and mutual advantage is essential to business success and sustainability. Open and transparent communication is fundamental to achieving this goal. BHOP acknowledges the importance of conducting a comprehensive stakeholder consultation programme and maintaining engagement with all relevant stakeholders throughout the life of the Project.

The objective of BHOP's consultation programme is to enable individuals, groups and agencies with an interest in the Project to have access to up-to-date, relevant information regarding the Project, as well as providing a means for stakeholders to raise issues and concerns, and BHOP with the means to respond to these.

The level of consultation undertaken is considered to be in accordance with the DGRs (*Table 1-5*) and is appropriate for the preparation of an EA under Part 3A of the EP&A Act. Consultation has been undertaken with members of the public, local community organisations, state government agencies and the local council.

### 4.2 ISSUES IDENTIFICATION

BHOP has conducted direct consultation with neighbours, representatives of interested parties and regulatory agencies. Presentations and information sessions were held to provide stakeholders with an overview of the Project as well as information on potential impacts and how they will be managed. These sessions also provided a mechanism for participant feedback.

A summary of the points raised during these discussions and presentations is provided below, these points also include comments from the government agencies provided following the Planning Focus Meeting held on 1 February 2007 (refer *Section 1.6*). The section of the report where these issues have been considered and/or addressed is identified in *Table 4-1*.

**Table 4.1 Summary of stakeholder issues**

Stakeholder <sup>1</sup>	Report Section
<b>Department of Planning</b>	
• TSF – location, dust generation and management, construction materials;	<i>Chapters 2 and 9, and Annexure F</i>
• noise generation and levels;	<i>Chapter 7</i>
• air quality, dust generation and lead dust contamination;	<i>Chapter 7 and 8</i>
• quality of water to be used for dust suppression;	<i>Chapter 2 and 10</i>
• economics of future remnant mining (Blackwood Pit).	<i>Chapter 2</i>
<b>Department of Environment and Climate Change</b>	
• noise generation and levels and their impact on the local community;	<i>Chapter 7</i>
• noise assessment and management mitigation strategies, particularly in relation to crushing activities;	<i>Chapter 7</i>
• vibration and over pressure from blasting;	<i>Chapter 7</i>
• air quality assessment in accordance with standards and management measures for	<i>Chapter 8</i>

Stakeholder <sup>1</sup>	Report Section
dust suppression;	Chapter 8
• dust management during construction and operations;	Chapter 2 and 8,
• tailings management, location and dust generation and management;	and Annexure F
	Chapter 10
• water quality and quantity, including stormwater management;	Chapter 8
• an assessment of greenhouse gas emissions (direct and indirect), measures to minimise emissions and consideration of offsets;	Chapter 2 and 8
• concentrate handling methods and tailings storage, in particular generated dust impacts on residences;	Chapter 15
• waste management;	Chapter 12
• potential impacts to threatened species, flora or fauna;	Chapter 11
• impacts to any Aboriginal cultural heritage values.	
<b>Department of Natural Resources</b>	
• water supply issues, water balance and sources;	Chapter 2 and 10
• license requirements for water abstraction and mine de-watering;	Chapter 2 and 10
• groundwater management, details of aquifers and assessment of potential impacts, mitigation measures and monitoring;	Chapter 10
• assessment of impacts on native vegetation;	Chapter 12
• rehabilitation plans;	Chapter 17
• effluent and waste management strategies;	Chapter 15
• soil and water management, including sediment control during construction and stormwater management plans;	Chapter 10
• heritage management by the implementation of a Conservation Management Plan;	Chapter 11
• community consultation.	Chapter 4
<b>Department of Primary Industries – Mineral Resources</b>	
• land titles including off-site leases;	Chapter 1
• waste rock characterisation;	Chapter 2 and 15
• existing landforms and final land use and strategies for closure and rehabilitation;	
• mine safety and mine safety plans including emergency response plans and commitment to meet legal requirements;	Chapter 2
• resource assessment, geology and resource inventory;	Chapter 2
• tailings management including location that this location will not sterilise economically significant mineral resources;	Chapter 2 and Annexure F
• mining methods and mineral processing;	Chapter 2
• justification of the Project in terms of the economic significance both locally and in the region;	Chapter 2
• historical context of the site and previous uses;	Chapter 1 and 2
• contractor management;	Chapter 2
• mining lease and surface exclusion for Café.	Chapter 1 and 11

Stakeholder <sup>1</sup>	Report Section
<b>Broken Hill City Council</b>	
• BHCC Local Environment Plan and zoning;	<i>Chapter 3</i>
• preservation of heritage items with the commitment to implement a Conservation Management Plan for Heritage Structures;	<i>Chapter 11</i>
• dust generation and lead dust contamination;	<i>Chapter 8 and 9</i>
• dust mitigation measures for the TSF to be included in a Tailings management Plan;	<i>Chapter 2 and 8</i>
• enclosure of dust generation activities;	<i>Chapter 2 and 8</i>
• traffic management on-site;	<i>Chapter 14</i>
• on-site and off-site parking;	<i>Chapter 14</i>
• heavy vehicle haulage route through the town;	<i>Chapter 14</i>
• noise generation and levels;	<i>Chapter 7</i>
• general potential community impacts from the Project.	<i>Chapter 19</i>
<b>Roads and Traffic Authority</b>	
• heavy vehicle haulage route through the town;	<i>Chapter 14</i>
• traffic density and flows;	<i>Chapter 14</i>
• site access and entry points.	<i>Chapter 14</i>
<b>Broken Hill Health Service, Environment Lead Centre</b>	
• need to undertake an air quality assessment and a health risk assessment;	<i>Chapter 8 and 9</i>
• need to undertake an assessment of the impacts of noise and vibration;	<i>Chapter 7</i>
• provided input into the framework for the Health Risk Assessment;	<i>Chapter 9</i>
• review and discussion of preliminary findings from the Health Risk Assessment;	<i>Chapter 9</i>
• dust and lead dust;	<i>Chapter 8</i>
• consideration of off-site tailings storage;	<i>Chapter 2</i>
• air monitoring;	<i>Chapter 8</i>
• storm water should not be directed into residences or passive recreation areas;	<i>Chapter 10</i>
• at risk population groups.	<i>Chapter 9</i>
<b>Country Water</b>	
• water supply requirements for the Project;	<i>Chapter 2 and 10</i>
• recycling opportunities and self-sufficiency;	<i>Chapter 2 and 10</i>
• long term water infrastructure network for effluent water;	<i>Chapter 2 and 10</i>
• impacts on the sewer system from water discharge of trade waste and stormwater;	<i>Chapter 2 and 10</i>
• compliance with Country Water policies.	<i>Chapter 2 and 10</i>
<b>Country Energy</b>	
• the Project's regional benefits for Broken Hill;	<i>Chapter 16</i>
• preliminary discussions regarding long term supply;	<i>Chapter 2</i>
• supply routes and locations;	<i>Chapter 2</i>
• impacts of the Project's power demands from the grid on other users;	<i>Chapter 2</i>
• continued access to the Communications Tower on CML7.	<i>Chapter 2</i>

Stakeholder <sup>1</sup>	Report Section
<b>Australian Rail Track Corporation Ltd</b>	
• location of mine ventilation fans;	Chapter 2
• potential for subsidence from mining beneath the railway network and discussions on undertaking a joint risk assessment;	Chapter 2 and Annexure E
• reinstatement of the spur line.	Chapter 2
<b>Chamber of Commerce</b>	
• project economic impacts on Broken Hill;	Chapter 16
• impacts on residential housing prices and availability;	Chapter 16
• recruitment and training;	Chapter 16
• source of employees and contractors;	Chapter 16
• purchasing policy – to buy local, goods and services;	Chapter 16
• impact on local businesses.	Chapter 16
<b>Union Organisations</b>	
• local recruitment;	Chapter 16
• rosters and hours of work;	Chapter 2
• unionisation of labour force.	-
<b>Shareholders</b>	
• project progress;	Chapter 5
• project schedules;	Chapter 2
• impacts on the community.	Chapter 16 and 19
<b>Line of Lode Association (Administrator appointed)</b>	
• relocation of heritage items;	Chapter 11
• preservation of heritage items;	Chapter 11
• tourist access;	Chapter 17
• café and possible mining impacts;	Chapter 6 and 7
• mining lease issues re Café.	Chapter 1
<b>Local Aboriginal Community</b>	
• access issues in regards to children crossing the lease and the awareness of the dangers of mining activities;	Chapter 2 and 17
• employment opportunities.	Chapter 16
1. Issues raised by the general public are presented in <i>Table 4-2</i> .	

#### 4.2.1 General public

The Broken Hill people have generally demonstrated a major interest in the Project, BHOP's current activities and future mining plans for CML7. Managers and employees of the current exploration decline development are regularly questioned by members of the local community about the progress of the Project.

In July 2007 a newsletter was prepared and distributed to the Eyre Street residents and published in an edition of the Barrier Miner (local newspaper) including an invitation to a community forum. A copy of this newsletter is included in *Annexure D*.

A community forum was held in July 2007 at a local centre in the town of Broken Hill. This was advertised in the two local newspapers. A display was presented providing an overview of the Project, the major potential environmental impacts and how these are planned to be managed. Directors and senior management from BHOP and CBH attended with environmental consultants to discuss the Project and answer any questions raised. This was an informal session over a four hour period where community members could learn more about the Project and freely discuss their concerns.

Posters displayed the major environmental issues and outlined mitigation and management plans including:

- noise and vibration;
- air quality and health;
- historic heritage; and
- the environmental approval process and public review requirements.

Approximately 45 people attended on the day and there was high interest in the Project and discussions were positive with people mainly interested in when the construction and mining would commence.

There was a level of excitement at the prospect of the original mine of Broken Hill reopening and a general level of optimism. Issues raised and the section of the report where these have been considered and or addressed are listed in *Table 4-2*.

It is planned to hold another community forum during the public exhibition period of the EAR.

**Table 4.2 Issues raised by general public**

Issues Raised	Report Section
• air quality and impacts from dust and lead dust;	<i>Chapter 8 and 9</i>
• increases to blood lead levels, particularly in relation to children;	<i>Chapter 9</i>
• decreases in property values located adjacent to mining operations;	<i>Chapter 16</i>
• availability for open and transparent consultation;	<i>Chapter 4</i>
• monitoring programme and the availability to the public of monitoring data for dust and noise;	<i>Chapter 7 and 8</i>
• availability of a question and answer sheet about the project for the public;	<i>Chapter 4</i>
• training for staff in dust management and containment;	<i>Chapter 8 and 9</i>
• use of independent reviews;	<i>Chapter 19</i>
• request for a local EPA office to be established in Broken Hill;	-
• request to rehabilitate slag heap areas with vegetation to reduce dust;	<i>Chapter 17</i>
• identification of health issues from dust other than lead;	<i>Chapter 9</i>
• establishment of community representation and consultation; and	<i>Chapter 4</i>
• increased dust generation from TSF.	<i>Chapter 2 and 8</i>

### **4.3 PRESENTATIONS AND MEDIA**

#### *CBH Annual General Meeting*

CBH holds a repeat of its Annual General Meeting in Broken Hill each year for its 500 shareholders and any interested members of the public.

#### *Broken Hill South Rotary Club*

A presentation was provided to the Broken Hill South Rotary Club by the General Manager and Mine Manager of the Rasp Mine. The purpose of the presentation was to provide information on the status of current activities of the exploration decline and a Project overview. The major topics of discussion were the expected life of the Project, the number of employees, the proposed concept for the processing plant and the expected usage of local businesses and contractors.

#### *OACC Forum - Workforce & Business Development*

The General Manager of the Rasp Mine attended a forum organised by the OACC on Workforce & Business Development in the Broken Hill region. An overview of the Project was provided and points raised by participants included the life of the Project, workforce requirements, capital investment, service infrastructure requirements and expected usage of local businesses and contractors.

#### *Barrier Miner & Barrier Daily Truth – Local Broken Hill Newspapers*

The General Manager and Mine Manager of the Rasp Mine have been interviewed by a number of local newspapers regarding the Project. These have predominantly focussed on the progress of the current exploration decline and the Project, the recent mining approvals, workforce requirements, the expected life of the Project and the planned mining method. Various journalists from the mining and exploration media regularly visit the Rasp Mine.

#### *Radio and Television*

The General Manager and Mine Manager of the Rasp Mine accepted a number of requests for interviews from ABC radio and television including the 7.30 Report, and the local Broken Hill radio station GTS BKN 7, regarding the Project. These have predominantly focussed on the progress of the Project, the recent mining approvals, workforce requirements and the availability of skilled labour, the expected life of the Project, the planned mining method and industrial relations.

#### *Regional Indigenous Community Group*

The local Regional Indigenous community Group met with the General Manager of the Rasp Mine who provided an update on the Project, discussed the potential for employment opportunities, and outlined the potential environmental impacts and impacts to the indigenous community.

#### *University Visits*

A number of universities have taken the opportunity to visit the site and learn about the Project, mining at the original BHP mine. Discussions have involved an overview of the Project, vacation employment opportunities, regulation requirements, potential environmental impacts of the operations and the history of mining at CML7. These have included the University of NSW, the University of New England, Ballarat University, Wollongong University, the University of Adelaide mining and geology students and school students from Geelong Grammar School.



#### **4.4 COMMUNITY CONSULTATIVE GROUP**

BHOP recognizes that a steady, open dialogue is necessary for both building trust, and assisting to identify and address new and/or emerging community concerns.

BHOP is committed to ensuring that the communities in which it operates are informed and consulted about ongoing developments and activities in a regular and timely manner. To achieve this BHOP has established a communication forum with major stakeholders. This forum will continue to assist in developing constructive relationships and promote a higher level of understanding between the parties.

The aims of this forum are to:

- keep stakeholders informed of the Project and its progress;
- maximise the level of accurate information provided to stakeholders;
- engage in meaningful dialogue to source ideas and opinions;
- identify potential issues and collect stakeholder views;
- obtain and provide feedback;
- listen to and acknowledge stakeholder concerns; and
- broaden a higher level of knowledge about the Project with stakeholders.

Members of this Community Consultative Group include representatives from:

- Broken Hill Health Service and Environment Lead Centre;
- Chamber of Commerce;
- local union organisations;
- Outback Area Consultative Committee;
- shareholders;
- Flying Doctor Service;
- Line of Lode Association (Administrator appointed);
- Aboriginal community; and
- South Broken Hill residents.

The Consultative Group meets every two months, or as required, and has met on four occasions since its inception in February 2007. Meetings were suspended along with the Rasp Mine during the financial global crisis. A meeting was held in October 2009 to outline future plans for mining at the site and to provide an overview of the proposed activities for mining of the Main Lode Pillars at 120,000 tpa and the Ancillary Surface Mining Activities.

A meeting will be scheduled during the public exhibition period.

#### **4.5 ACTIONS RESULTING FROM CONSULTATION**

BHOP has considered the issues identified during the consultation process and has made considerable changes to the Project to address these issues. The main actions that were undertaken as a result of stakeholder issues are listed below:

- relocation of the mine ventilation fans from the railway yards area to Little Kintore Pit to minimise noise impacts;
- noise barriers with 4 metre high walls along the haul road and a noise abatement wall installed at the processing plant;
- relocation of the haul road from the south to the north of Kintore Pit;
- developing operational policies for scheduling activities;
- crush on day shift (7am to 7pm) only;
- spur line design provides capacity for shunting activities to be occur only on day shift (7am to 6pm);
- smaller stope design to reduce blast vibrations;
- installation of a water spray system along the haul road;
- optimisation of tailings management;
- use of inert waste rock instead of old tailings for TSF construction;
- adaptive use of buildings to preserve and retain heritage value;
- installation of wind covers over conveyors carrying dry materials to reduce potential dust generation;
- fully enclosed concentrate loading into rail wagons;
- relocation of primary and secondary crushing to minimise noise impacts;
- treatment and use of underground water to reduce demand on the Broken Hill water supply;
- sealing of haul road;and
- reuse of mine water from underground mining for back filling operations.

#### **4.6 CONSULTATION DURING THE ENVIRONMENTAL ASSESSMENT REVIEW PERIOD**

This EAR is subject to a four week public review period. During this time, the Project will undergo further scrutiny by regulators and the community. BHOP will maintain contact with stakeholders by continuing its consultation programme during this public review period. The programme will include the following actions:

- information sessions and follow-up consultation with those agencies who were consulted during the preparation of the EAR;
- a dedicated Consultation Group meeting to review and discuss the EAR;

- media releases to provide information on the EAR and its availability for review;
- placing the EAR on the CBH website (www.cbh.com.au);
- placing copies of the EAR at local libraries in Broken Hill; and
- provision of information to the BHCC.

#### **4.7 CONSULTATION - RECOMMENCEMENT OF UNDERGROUND MINING AND SURFACE ANCILLARY MINING ACTIVITIES**

In late 2009 BHOP has conducted consultation in relation to the recommencement of underground mining and the ancillary surface mining activities – crushing, stockpiling and transport activities at the Rasp Mine with government agencies, non-government organisations and the community local to the mine site. The following provides a summary of this consultation.

##### **4.7.1 Consultation with government agencies**

Government agencies involved in the consultation program were:

- Broken Hill City Council (BHCC)
- Industry and Investment NSW (I&INSW)
- Department of Environment Climate Change and Water (DECCW)
- Roads and Traffic Authority (RTA)

The feedback received during this process were those typically associated with mining Projects. However the context of these issues is unique because of the close proximity of the mine to residences. Many of the issues were raised by more than one of the agencies and are summarised in *Table 4-3*.

**Table 4.3 Issues raised during consultation with government agencies**

ISSUE	BHCC	I&I NSW	DECCW	RTA
<b>APPROVAL PROCESS</b>				
Consent authority	✓	✓	✓	
Appropriate level of environmental assessment	✓			
<b>ENVIRONMENTAL ISSUES</b>				
Dust (management, monitoring, lead testing)	✓	✓	✓	
Heritage impacts (including National Estate)	✓			
Air quality (licensing)			✓	
<b>COMMUNITY ISSUES</b>				
Public consultation	✓	✓		
Noise (licensing, management)			✓	
Management of community complaints			✓	
Access and egress to site – impact on residences	✓		✓	✓
<b>OPERATIONAL ISSUES</b>				
Development of a Safety Management Plan		✓		
Development of a Mine Operations Plan		✓		
Road design (inert road base / seal)	✓		✓	
Transport of ore to Endeavor (type of trucks, number,	✓	✓	✓	✓

ISSUE	BHCC	I&I NSW	DECCW	RTA
exit from site)				
Monitoring programs	✓	✓	✓	

As can be seen from *Table 4-3* the issues of greatest concern were those pertaining to the management of dust, noise and traffic.

BHOP endeavours to keep government agencies informed of its activities and proposed activities through informal meetings and telephone communications.

#### **4.8 CONSULTATION WITH LOCAL COMMUNITY MEMBERS AND NON GOVERNMENT ORGANISATIONS**

A Community Consultative Group Meeting was held on the 28<sup>th</sup> September 2009 where a presentation was provided on the integrated mining strategy proposed by BHOP. Focus during the presentation was on *Stage 1 Underground mining and surface ancillary mining activities* as outlined in the REF and SEE (application to the BHCC and I&I NSW in 2009), and the activities proposed under the current MOP. In addition to the members listed above other local communities members were invited to attend.

With regards to the Rasp Mine in general, feedback from the community is positive. With members of the Community Consultative Group being long-term residents of Broken Hill, they have typically had either a direct or indirect relationship with mining and are therefore familiar with mining related issues. With the advent of the global financial crisis Broken Hill has seen a decline in mining activity and associated with this, there has been a decline in economic activities. Therefore the prospect of the Rasp Mine recommencing mining operations, which will create employment and secondary benefits for the community, has been well received.

The most common positive comment was the belief that the employment opportunities that would be generated with the mine going ahead would be good for the community.

Group members and visitors attending the meeting raised some concerns regarding regards to traffic movements along Eyre Street, in particular entry and exit from the BHOP access on this street, noise and dust.

Concerns about traffic movements along Eyre Street were addressed by reassuring attendees that the ore product was going to be trucked 5 days per week between the hours of 7am and 6pm. Modifications are also being made to the Eyre Street entry / exit to trucks to enter and leave the site without the need to cross the centreline of the road.

Dust and air quality issues were clarified by explaining that the current water sprinkler system along the haul road will be extended to the road where ore will be taken to the crusher and from the crusher to the truck wash facility. The road is now sealed from this facility to the exit at Eyre Street. Attendees were also reassured water spraying would be carried out on the crusher and stockpiles, further suppressing potential dust emanating from the site. The relocation of the crushing activities to the gully west of Mt Hebbard was also outlined as a new measure from the previous activities in 2007 and that Mt Hebbard would act as an effective noise barrier to residents in Eyre Street.

In summary, attendees were grateful to have been given an opportunity to talk to BHOP management and understood that the proposed activities under Stage 1 Underground mining and ancillary surface mining activities was not going to significantly worsen their existing situation, based on the predictions made. As such, the attendees considered the impacts acceptable, particularly when they believed the resulting employment opportunities will be so positive for Broken Hill.

In December 2009 a number of residents formed a group – Residents Against Contaminated Environments (RACE). Members from RACE gave representations to the BHCC in relation to the Development Application for Ancillary Surface Mining Activities.

The Mine Manager held a number of meetings with members of the group to explain the proposed Project and the management measures to minimise any impacts as outlined in the Development Application to BHCC and this current environment assessment. The Mine Manager also attended a public meeting organised by local residents, attended by about 25 people, including the local DECCW Officer, to answer questions about the proposed operations and provide feedback.

In March 2010 the Mine Manager provided a tour of the mine to four members of the group describing the planned activities and the management measures proposed to minimise any impacts as outlined in the Development Application to BHCC and this current environment assessment. The group appreciated the opportunity to clarify issues and gained a greater understanding of the positioning of the activities in relation to residents and the management controls to be employed.

BHOP will continue to keep members of the public informed of its activities.

#### **4.9      *NEWSLETTER***

In addition to the Community Consultative Group BHOP advised neighbours of activities through a newsletter which was distributed by a letter box drop to local neighbours along Eyre, Comstock, Bonanza and Piper Streets located to the south-west of the Rasp Mine.

During the period of the current MOP there have also been numerous presentations, media releases and radio and television interviews discussing the future of the Rasp Mine and proposed activities.

#### **4.10    *CONSULTATION FOLLOWING THE PUBLIC REVIEW PERIOD***

CBH is committed to continuing stakeholder consultation throughout the life of the Project, including the construction, operation and decommissioning phases. Consultation will involve presentations and briefings to the key stakeholders and the Consultative Group.

BHOP will consult with relevant stakeholders during the preparation of the Final Closure Plan, which will be prepared at least two years prior to the planned closure date. The aim of BHOP's stakeholder consultation plan for the closure planning process is to provide a framework that will enable stakeholders to be provided with accurate information about, and be involved to an appropriate degree, in mine closure.

BHOP recognises that effective consultation with stakeholders throughout the life of the operations facilitates the incorporation of stakeholder concerns and objectives into the closure plan from the outset, and reduces the risk of delay to closure.