

Consultation report **D**

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Gas Field Development Project

Environmental Impact Statement 2014
Consultation Report



Santos GLNG wishes to thank all communities and stakeholders for their valuable time and important insights during the GFD Project engagement program.

GLNG is a Santos PETRONAS Total KOGAS project.



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1. Introduction

Santos GLNG understands the value and importance of gaining feedback from regional communities and stakeholders. Engagement for the Gas Field Development (GFD) Project commenced early in 2012 and engaged, at the earliest practicable stage, with interested and affected stakeholders and communities. The aim was to discuss the GFD Project and identify and respond to any issues and concerns.

A range of activities were undertaken over a two-year period, with more than 1,000 participants from 11 regional communities and local government authorities in the Maranoa, Central Highlands, Banana Shire and Western Downs Council areas, along with State and Federal government representatives in Brisbane and Canberra.

The engagement program was aligned to the following key stages of the environmental impact statement (EIS) development:

- Early engagement (March 2012 – September 2012)
- Terms of reference (ToR) development (October 2012 – May 2013)
- Data collection (June 2013 – May 2014).

The feedback received and questions raised through the engagement program informed the development of the social impact assessment *Appendix V: Social assessment report (URS, 2014)* and associated action plans (*Santos GLNG, 2014*). Together, these documents describe the social context of the GFD Project and identify potential impacts, opportunities and associated management strategies.

This report addresses sections 2.7 and 5.2 of the GFD Project ToR, detailing implementation of the engagement plan during the EIS preparation period, the information obtained, and proposed future engagement plans.

The GFD Project description and timeframes, and the regulatory approval process, are detailed in *Section 4: Project description* and *Section 2: Project approvals of the EIS*.

1.1 Background

Santos GLNG intends to further develop its Queensland gas reserves to augment supply of natural gas to its existing and previously approved Gladstone Liquefied Natural Gas (GLNG) Project.

The Santos GLNG Gas Field Development Project (the GFD Project) is an extension of the existing approved gas field development and will involve the construction, operation, decommissioning and rehabilitation of production wells and the associated supporting infrastructure needed to provide additional gas over a project life exceeding 30 years.

Specifically, the GFD Project seeks approval to expand the GLNG Project's gas fields tenure from 6,887 km² to 10,676 km² to develop up to 6,100 production wells beyond the currently authorised 2,650 wells; resulting in a maximum of up to 8,750 production wells. The GFD Project will continue to progressively develop the Arcadia, Fairview, Roma and Scotia gas fields across 35 Santos GLNG petroleum tenures in the Surat and Bowen basins, and associated supporting infrastructure in these tenures and adjacent areas. The location of the GFD Project area and primary infrastructure is shown on Figure 1.1.

This GFD Project will include the following components:

- Production wells
- Fluid injection wells, monitoring bores and potentially underground gas storage wells
- Gas and water gathering lines
- Gas and water transmission pipelines (within or between tenures and gas fields)
- Gas compression and treatment facilities
- Water storage and management facilities
- Access roads and tracks
- Accommodation facilities and associated services (e.g. sewage treatment)
- Maintenance facilities, workshops, construction support, warehousing and administration buildings
- Utilities such as water and power generation and supply (overhead and/or underground)
- Laydown, stockpile and storage areas
- Borrow pits and quarries
- Communications.

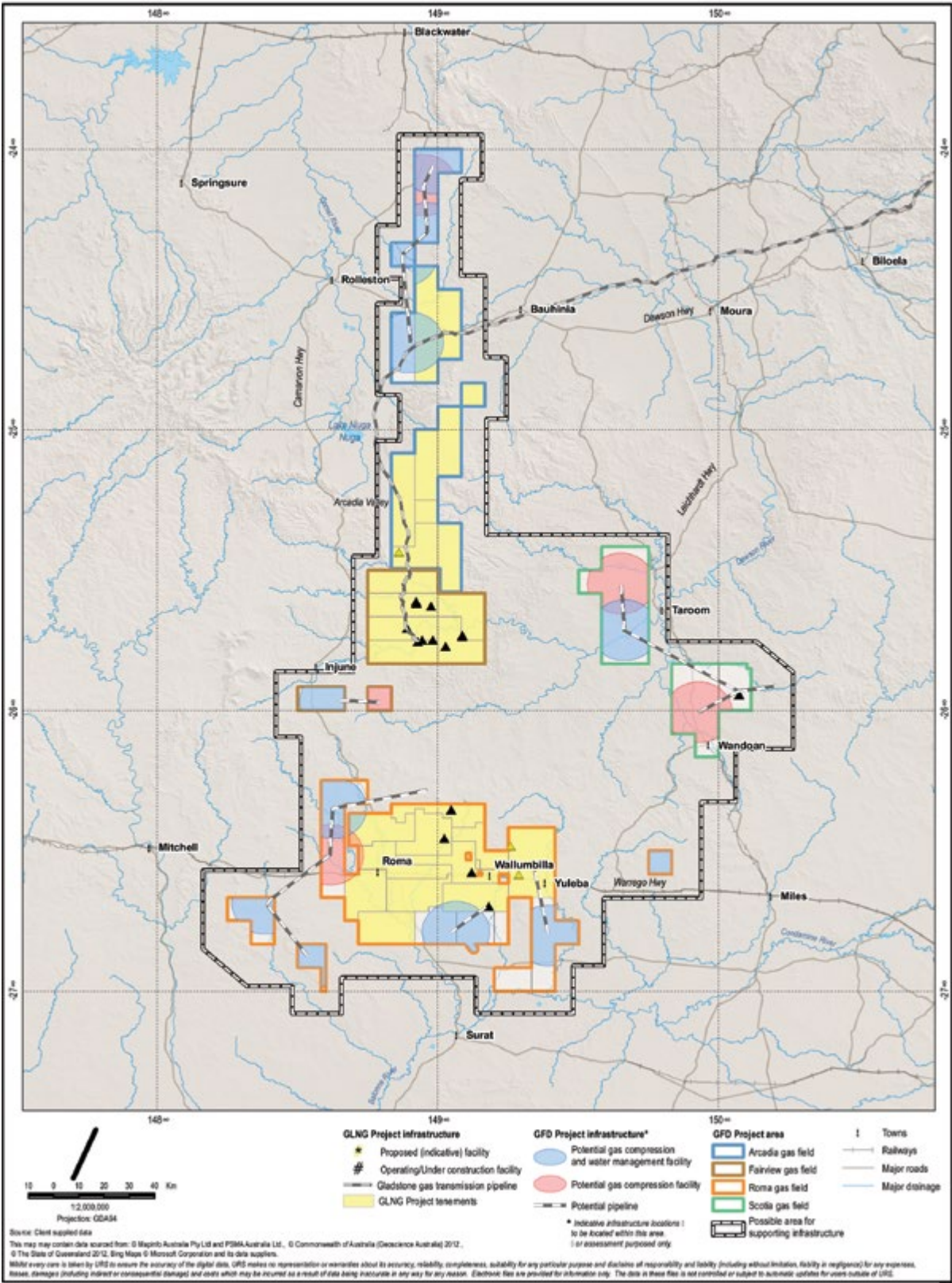
The final number, size and location of the components will be determined progressively over the GFD Project life and will be influenced by the location, size and quality of the gas resources identified through ongoing field development planning processes, which include consideration of land access agreements negotiated with landholders, and environmental and cultural heritage values.

Where practicable, the GFD Project will utilise existing or already approved infrastructure (e.g. accommodation camps, gas compression and water management facilities) from the GLNG Project or other separately approved developments. The GFD Project may also involve sourcing gas from third-party suppliers, as well as the sharing or co-location of gas field and associated facilities with third parties.

Approved exploration and appraisal activities are currently underway across the GFD Project's petroleum tenures to improve understanding of the available gas resources. As the understanding of gas resources increases, investment decisions will be made about the scale, location and timing of the next stages of field development.

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Figure 1.1 GFD Project area and primary infrastructure



Source: URS, 2014; File No: 42627064-g-1051b.mxd

For the purposes of this EIS, a scenario based on the maximum development case was developed at the approval of the Terms of Reference. This scenario assumed that production from the wells and upgrading of the gas compression facilities in the Scotia gas field would commence in 2016, followed by the GFD Project wells in the Roma, Arcadia and Fairview gas fields in mid-2019. This schedule is indicative only and was used for the purpose of the impact assessment in this EIS.

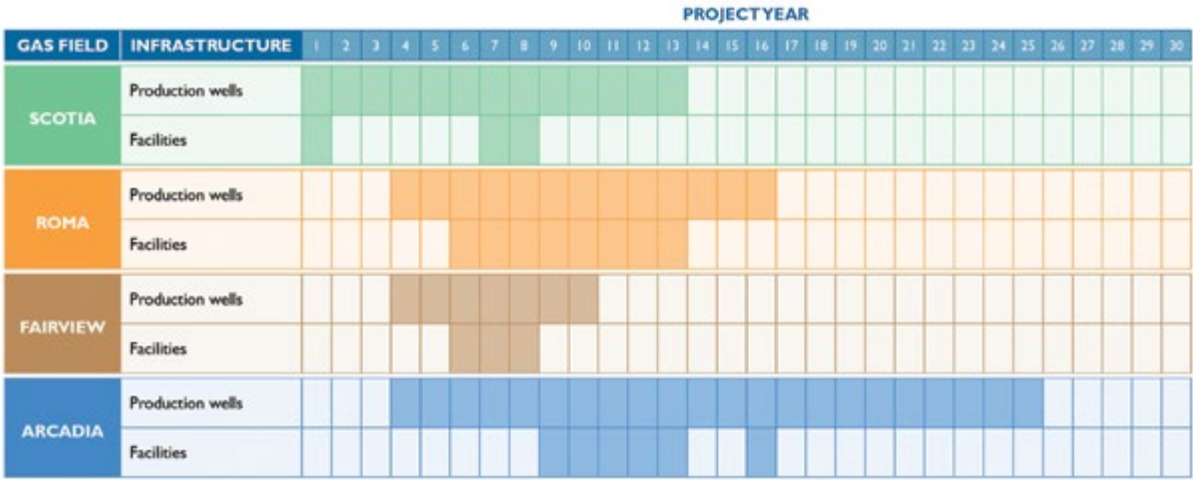
The potential GFD Project schedule is outlined in Figure 1.2. This schedule provides an overall field development scenario for the purposes of assessment in this EIS.

Decommissioning and rehabilitation will occur progressively throughout the life of the GFD Project as construction activities cease and exhausted gas wells are decommissioned. Final decommissioning and rehabilitation will occur at the end of gas production in accordance with relevant approvals and regulatory requirements.

With a history of gas development in the GFD Project regions, Santos GLNG has longstanding relationships with stakeholders and communities in the area and established engagement practices to assess and monitor impacts associated with its activities. These include community relations advisers, community committees and a shopfront in the Roma main street.

Santos GLNG has gained significant recent experience in gas development in the region through the GLNG project, including the management of associated social impacts and enhancing community opportunities.

Figure 1.2 Proposed GFD Project development schedule



1.2 Engagement philosophy

Santos GLNG's approach to engagement recognises that open, honest and timely communication forms an integral part of their social licence to operate. The ways in which a company engages and treats stakeholders are key factors in developing trust and ultimately acceptance of an operation.¹

This approach is supported by research undertaken for the Queensland Resources Council's *Listening to the Community Project*², which found stakeholders are seeking better information and more valuable engagement experiences. In line with the report findings, Santos GLNG recognises it is not only *what* is done but also *how* it is done.

Santos GLNG continually strives to earn its social licence to operate by embedding four key principles into its engagement philosophy. This means:

- Providing timely **information and communication**, including factual and relevant content through a variety of accessible channels
- Ensuring **community engagement and participation** through opportunities for input and feedback
- Doing what we say we will so our actions **align with values**
- **Mitigating and managing impacts** on regional communities.

1.3 Management framework

1.3.1 Sustainability

Santos GLNG has developed a sustainability framework based around the assessment of sustainability performance across four interrelated domains: the environment, the community, the economy and our people.

The framework aims to provide a set of tools to assess sustainability performance, integrate sustainability into the way Santos GLNG operates and drive improvement across the business. Key policies related to engagement are provided in Attachment A and include:

- Community Policy
- Aboriginal Engagement Policy
- Health and Safety Policy
- Environmental Policy.

1.3.2 Santos GLNG Social Impact Management Plan

The Santos GLNG Project SIMP³ outlines management of social impacts across six theme areas:

- Water and environment
- Community safety
- Social infrastructure
- Community wellbeing and livability
- Local industry participation and training
- Aboriginal engagement and participation.

Initially prepared as part of the 2009 Santos GLNG Project EIS, and approved in May 2012, the SIMP is an adaptive framework for community engagement, impact management and opportunity enhancement.

All actions and commitments contained within the SIMP are monitored, and implementation progress is regularly reported to both government and communities.

1.3.3 Maranoa Regional Rules

The Maranoa Regional Rules (MRR) guide the operations of Santos GLNG and its contractors. Each of the rules is underpinned by internal policy, process and reporting requirements. The rules are:

1. No induction, no authorisation, no sign = no entry to property
2. Business communication only by authorised personnel
3. No ATV (authority to visit) = no travel
4. Maranoa regional manager directs region-wide natural event response
5. All vehicle movements planned, monitored and consolidated.

Figure 1.3 Santos GLNG's community engagement approach



¹ Moffat, K., & Zhang, A. (2013). "The paths to social licence to operate: An integrative model explaining community acceptance of mining" *Resources Policy* 39 (March 2014): 61–70

² Summary report available: https://www.qrc.org.au/_dbase_up/LTC%20Report%20FA%20WEB.pdf

³ Available: http://www.santosglng.com/media/pdf3301/updated_simp.pdf

2. Engagement strategy

Before the commencement of engagement, Santos GLNG developed a stakeholder and community engagement plan for the GFD Project. The document identifies and maps key stakeholders and communities, communication methods, protocols and internal roles and responsibly for engagement. The plan is underpinned by a detailed implementation schedule and is considered a living document, which will be continually refined and adjusted throughout construction, operations and decommissioning of the GFD Project.

The engagement strategy was designed to align with key project phases and approval milestones and covers activities over 26 months from March 2012 through to the end of May 2014. Engagement was generally undertaken with the broader activities associated with the approved Santos GLNG Project.

2.1 Methodology

The methodology for the engagement program involved the following five key steps:

Figure 2.1 Engagement program methodology for the GFD Project

Step 1.


Define the outcome



Consideration of the engagement objectives, key messages, required materials and potential stakeholder sentiment and issues.

Step 2.

Determine the delivery method



Consideration of the appropriate engagement tools for the stakeholders to be consulted and the timeframes.

Step 3.

Maximise awareness



Consideration of the appropriate communication tools to ensure engagement activities are well advertised and promoted.

Step 4.

Execute



Coordination and delivery of the engagement strategy.

Step 5.

Evaluate



Post event analysis and surveying, lessons learnt, and data entry.

In respect to engagement with Indigenous groups, Santos GLNG has existing arrangements in place with Native Title parties. Regular engagement also occurs with these groups under the Indigenous Land Use Agreements (ILUAs) and Cultural Heritage Management Plans (CHMPs). Santos GLNG's engagement with relevant Indigenous groups about the GFD Project will occur largely through these forums.

2.2 Objectives

The engagement program aims to:

- Raise stakeholder awareness of the GFD Project and approval process, its potential impacts, opportunities and timelines
 - Engage stakeholders early in the EIS assessment process to ensure they have sufficient time to consider the GFD Project's potential impacts and management strategies
 - Listen to and seek an understanding of potential stakeholder concerns, issues and interests
 - Encourage stakeholder participation in the decision-making process to facilitate enhanced planning outcomes
 - Ensure community engagement activities are accessible to as many stakeholders as practicable, including those that are disadvantaged and difficult to reach
 - Ensure mechanisms are in place to capture stakeholder feedback gained through engagement
 - Identify opportunities for Santos GLNG to work together with stakeholders to develop strategies that maximise GFD Project benefits and minimise adverse impacts
 - Maintain Santos GLNG's reputation and standing with local communities by establishing, building and conserving trust with communities impacted by the GFD Project.
- When undertaking engagement with Indigenous communities, Santos GLNG seeks to achieve enduring and mutually beneficial relationships. To achieve this vision, the objectives for consultation are to:
- Recognise and respect Indigenous peoples' attachment to their country and the importance of Aboriginal cultural heritage
 - Engage with Indigenous communities across the lifecycle of new projects and existing operations
 - Deliver capacity-building strategies for Indigenous peoples in the development of Santos GLNG operations and projects, including specific employment, training and procurement initiatives.

2.3 Stakeholder identification and mapping

Santos GLNG identified relevant stakeholders through:

- Existing stakeholder relationships and networks established in the Santos GLNG Project
- Desktop research on the local and regional areas to identify gaps and understand new areas
- Information obtained during engagement activities.

This included "interested and affected stakeholders" under the *Environmental Protection Act 1994* (Qld) and "affected parties" under the *Environment Protection and Biodiversity Conservation Act 1999* (Cth).

Stakeholders were identified and prioritised based on their relative interest and influence on the GFD Project. The key stakeholders and communities identified for the GFD Project are provided in Table 2.1.

Table 2.1 Key stakeholders identified and engaged for the GFD Project

Stakeholder group	Organisation
Local government (mayor, councillors and relevant council officers)	<ul style="list-style-type: none">• Banana Shire Council• Central Highlands Regional Council• Maranoa Regional Council• Toowoomba Regional Council• Western Downs Regional Council.
Elected representatives	<ul style="list-style-type: none">• Deputy Premier and local Member for Callide, Jeff Seeney• Federal Member for Flynn, Ken O'Dowd• Federal Member for Maranoa, Bruce Scott• Local Member for Warrego, Howard Hobbs• Local Member for Gregory, Vaughan Johnson.
State government departments and agencies	<ul style="list-style-type: none">• Department of Aboriginal and Torres Strait Islander and Multicultural Affairs• Department of Agriculture, Fisheries and Forestry• Department of Communities, Child Safety and Disability Services• Department of Community Safety• Department of Education, Training and Employment (including the former Skills Queensland)• Department of Energy and Water Supply• Department of Environment and Heritage Protection• Department of Housing and Public Works• Department of Justice and Attorney General• Department of Local Government, Community Recovery and Resilience• Department of National Parks, Recreation, Sport and Racing• Department of Natural Resources and Mines• Department of Premier and Cabinet• Department of Science, Information Technology, Innovation and the Arts• Department of State Development Infrastructure and Planning• Department of Tourism, Major Events, Small Businesses and the Commonwealth Games• Department of Transport and Main Roads• Department of Treasury and Trade• Queensland Gas Fields Commission• Queensland Health, including:<ul style="list-style-type: none">– Emerald Hospital– South West Hospital and Health Service– Springsure Multi-Purpose Health Centre– Taroom Hospital– Wandoan Out-patients Clinic• Queensland Police Service, including:<ul style="list-style-type: none">– Emerald Police– Rolleston Police– Roma Police– Springsure Police– Wandoan Police• Queensland Rural Fire Service.

Stakeholder group	Organisation
Federal government departments and agencies	<ul style="list-style-type: none">• Australian Department of the Environment (former Department of Sustainability, Environment, Water, Population and Communities)• Central Queensland Medicare Local• Independent Expert Scientific Committee.
Communities	<ul style="list-style-type: none">• Arcadia Valley• Injune• Surat• Roma• Mitchell• Wandoan• Yuleba• Wallumbilla• Taroom• Rolleston• Springsure.
Aboriginal and Torres strait Islander groups and services	<ul style="list-style-type: none">• Mandandanji• Iman• Bidjara• Karingbal Endrosed Parties• Sandlewood Aboriginal Projects• Queensland South Native Title Services• Charleville and Western Areas Aboriginal Torres Strait Islander Community Health.
Landholders	<ul style="list-style-type: none">• Affected landholders within authority to prospect (ATP) tenure and petroleum leases(PLs)
Environment and agricultural groups	<ul style="list-style-type: none">• AgForce• Dawson Catchment Co-ordinating Association• Fitzroy Basin Association• Basin Sustainability Alliance• Queensland Great Artesian Basin Advisory Council• Queensland Marry-Darling Committee• Upper Dawson Wildlife Preservation Society.
Community and interest groups	<ul style="list-style-type: none">• Advance Injune• Banana Shire Historical Society• Creative Injune• Hodgson Hall Committee• Injune Tourism and Information Centre• Juandah Heritage Society (Wandoan)• Rolleston Library• Roma and District Family History Society• Roma Tourism Association• Springsure Progress and Tourism Association• Surat and District Development Association• Taroom District Development Association• Taroom Lions Club• Taroom Historical Society• Wandoan Progress Association• Yuleba Development Group.

Stakeholder group	Organisation
Local business and industry groups	<ul style="list-style-type: none"> • Central Highlands Development Corporation • Commerce Roma • Emerald Chamber of Commerce • Wandoan Chamber of Commerce.
Local schools and training providers	<ul style="list-style-type: none"> • Arcadia Valley State School • Golden West Employment and Training • Injune State School and P&C • Rolleston State School and P&C • Roma State College • Roma Training Reference Group • Southern Queensland Institute of TAFE • Springsure State School and P&C • St Johns School (Roma) • Surat State School • Wandoan State School.
Community service providers	<ul style="list-style-type: none"> • Blue Care Roma Community Care • Roma Interagency Group • Anglicare Roma.
Media and community publications	<ul style="list-style-type: none"> • The Western Star • Central Telegraph • Chinchilla News • Rolleston Rag • Taroom Tidings • Bauhinia Chatter.

2.4 Information and complaint management

Santos GLNG maintains a dedicated stakeholder relationship management system (SRM). The SRM system is a database for the storage, management and reporting of feedback from stakeholder interactions. The SRM also supports consistent management of enquiries and complaints. An overview of Santos GLNG’s complaint management process is provided in Attachment B.

A feedback form (Attachment C) was also used at all community information sessions for record keeping and internal reporting purposes.



3. Engagement program

Santos GLNG undertook a broad and inclusive engagement program using a variety of forums across the spectrum of participation levels⁴. Activities ranged from providing information to stakeholders on project milestones, individual project briefings and through to community committees and working groups and perception surveys to obtain an in-depth understanding of stakeholder views about gas development and the GFD Project.

The tools and techniques selected during each phase of the program were based on consideration of the stakeholder interests, objectives of the engagement, and the stage in the EIS preparation.

Community contact points were established before engagement started and were available throughout the program. They were:

- A team of specialist **community engagement advisers** based in Roma. The team was further expanded during the GFD Project engagement program to include engagement advisers to cover the Scotia, Fairview and Arcadia gas fields and surrounds
- A **1800 number** (1800 761 113). The 1800 number is toll-free for the general public to access information or talk to a Santos GLNG employee. The service has been in operation for more than three years and is manned during business hours (Monday to Friday 8.30 am – 4.30 pm)
- An **email address** (info@glng.com.au). This was established to ensure stakeholders could easily request information about Santos GLNG's activities. Enquiries can be submitted via a webform or direct email
- A **website** (www.santosglng.com). This contains information and updates on the GLNG Project and activities including a dedicated page on the GFD Project and its associated EIS process. The website averages 7,200 unique visitors per month
- The **Roma shopfront**. This is situated in the main street, 80 McDowall Street. The shopfront is open Monday to Friday from 8.30 am to 5:00 pm. An additional shopfront was officially opened in Taroom in April 2014.

3.1 Communication materials

3.1.1 Fact sheets, publications, audio-visual aids and maps

The following materials were produced or updated for the engagement program.

Fact sheets (provided in Attachment D):

- Santos GLNG Gas Field Development Project
- Accommodating our workforce
- Weed management
- Contracting opportunities.

Publications

- SIMP Community Handbook:
http://www.santosglng.com/media/pdf3301/updated_simp.pdf
- The Water Book:
http://www.santosglng.com/media/pdf1657/water_book_lr_l_.pdf

Audio-visual aids

- *Life of a gas well* (animation, 8 minutes, 4 seconds): describes the gas-field development and drilling process, including gas extraction and water management.
- *Santos GLNG infrastructure planning* (animation, 4 minutes, 45 seconds): illustrates the constraints on the field development and planning process for gas-field infrastructure.
- *Santos GLNG Water Story* (animation, 7 minutes, 27 seconds): describes management of coal seam water and its potential for beneficial reuse.
- *Their Story* (movie, 6 minutes, 49 seconds): features a community's thoughts and feelings of what the Santos GLNG Project means to them and the benefits they see emerging within the region.
- *Wagoon Umo Camp* (movie, 1 minute, 59 seconds): is a virtual tour of the Santos GLNG permanent camp in the Fairview gas field, Wagoon Umo.

Virtual Field Explorer

The Virtual Field Explorer, an interactive education tool, was installed into the Roma Shopfront in October 2013. A large touch screen and interactive table enable users to watch short films and animations, access the latest project information and tour key infrastructure like gas compressor stations and water treatment facilities.

Maps

Detailed A0 size maps of each ATP and PL were available at the relevant information sessions and on request.

⁴ IAP2 Public Participation Spectrum available: <https://www.iap2.org.au/resources/iap2s-public-participation-spectrum>

Snapshot: Early engagement

160 people attended

11 community information sessions

45 key stakeholder briefings

1 2 3 community events

3 site tours to gas fields infrastructure

3 articles in the project newsletter

3.2 Community and stakeholder engagement

3.2.1 Phase one: Early engagement

Phase one of engagement commenced in March 2012 and continued through to September 2012. This first phase of formal engagement aimed to introduce Santos GLNG plans to progress approval for the continuation of the Santos GLNG Project and undertake some early issues identification and process explanation.

The feedback provided during this round of engagement was used to refine the Stakeholder and Community Engagement Plan and inform future engagement activities.

Community information sessions

Information sessions were held in 11 communities across the GFD Project area (Table 3.1). More than 700 affected landholders and key stakeholders in the new development areas received a letter or email invitation to attend. Advertising and promotion in local newspapers, community publications and on local radio was conducted in the weeks leading up to the sessions.

Each session included a presentation by Santos GLNG followed by time for questions and discussion. In total, more than 160 people attended the sessions covering a broad range of stakeholder groups including local councils, State government representatives, business owners, social service organisations, landholders, general community members and local industry and development groups.

Everyone who attended and completed a “How did it go?” form indicated the information provided either “met” or “exceeded” their expectations.

Table 3.1 Phase one: Community information sessions

Community	Date / Time	Location	Attendees
Arcadia Valley	Tuesday 5 June 2012, 11.00 am – 2.00 pm	Arcadia Valley State School Arcadia Valley Road	45
Surat	Monday 9 July 2012, 12.00 pm – 2.00 pm	Surat Town Hall, Cordelia Street, Surat	4
Mitchell	Monday 9 July 2012, 12.00 pm – 2.00 pm	Mitchell Shire Hall, Cambridge Street, Mitchell	3
Roma	Monday 9 July 2012, 5.30 pm – 7.30 pm	Santos GLNG Shopfront, McDowall Street, Roma	25
Yuleba	Tuesday 10 July 2012, 10.00 am – 12.00 pm	Yuleba Town Hall, Garden Street, Yuleba	9
Wallumbilla	Tuesday 10 July 2012, 10.00 am – 12.00 pm	Wallumbilla Memorial Hall, Chadford Street, Wallumbilla	8
Wandoan	Tuesday 10 July 2012, 5.00 pm – 7.00 pm	Wandoan Cultural Centre, Henderson Road, Wandoan	23
Taroom	Wednesday 11 July 2012, 5.00 pm – 7.00 pm	Taroom Town Hall, Yaldwyn Street, Taroom	21
Rolleston	Thursday 12 July 2012, 10.00 am – 12.00 pm	Rolleston Transaction Centre, Planet Street, Rolleston	9
Springsure	Thursday 12 July 2012, 10.00 am – 12.30 pm	Springsure Town Hall, Eclipse Street, Springsure	8
Injune	Wednesday 13 June 2012, 1.00 pm – 3.00 pm	Injune Town Hall, Hutton Street, Injune	8

Key stakeholder briefings

More than 45 one-on-one and group briefings were held with key stakeholders (Table 3.2). Where possible, Santos GLNG sought to use existing group forums either established through the Santos GLNG Project or as recommended by the community.

Table 3.2 Phase one: Key stakeholder briefings

Stakeholder	Date	Location
Regionally based key stakeholder meetings		
Taroom Hospital	11 July 2012	Taroom
Wandoan local business owners group briefing	11 July 2012	Wandoan
Wandoan State School	12 July 2012	Wandoan
Wandoan Police	12 July 2012	Wandoan
Maranoa Regional Council and Surat State School Principal	12 July 2012	Surat
Qld Murray-Darling Committee (QMDC)	13 July 2012	Roma
Roma Blue Care	13 July 2012	Roma
Roma Commerce	13 July 2012	Roma
South West Hospital and Health Service	13 July 2012	Roma
Department of Education, Training and Employment and Roma State College	13 July 2012	Roma
Golden West Employment and Training and Southern Qld Institute of TAFE	13 July 2012	Roma
Queensland Police, Emerald	16 July 2012	Emerald
Central Highlands Development Corporation	16 July 2012	Emerald
Department of Education, Training and Employment, Central Qld Region	16 July 2012	Emerald
Queensland Police, Springsure	16 July 2012	Springsure
Springsure Multi-Purpose Health Centre	16 July 2012	Springsure
Queensland Police, Rolleston	17 July 2012	Rolleston
Central Queensland Medicare, Rolleston	17 July 2012	Rolleston
Emerald Hospital	17 July 2012	Emerald
Queensland Ambulance Service, South Western Region	18 July 2012	Roma
Surat & District Development Association	18 July 2012	Surat
Brisbane-based key stakeholder meetings		
Emerald Chamber of Commerce	20 July 2012	Brisbane
State and Commonwealth Government Agency Information Session:		
• Department of Aboriginal and Torres Strait Islander and Multicultural Affairs		
• Department of Agriculture, Fisheries and Forestry		
• Department of Communities, Child Safety and Disability Services		
• Department of Education, Training and Employment		
• Department of Environment and Heritage Protection	24 July 2012	Brisbane
• Department of Housing and Public Works		
• Department of Natural Resources and Mines		
• Department of State Development Infrastructure and Planning		
• Department of Transport and Main Roads		
• Department of Treasury and Trade		
• Queensland Health		
• Sunwater		

Stakeholder	Date	Location
Department of Housing and Public Works	24 July 2012	Brisbane
Sustainability, Environment, Water, Population and Communities	26 July 2012	Teleconference
Social Impact Assessment Cross Agency Reference Group	9 August 2012	Brisbane
Department of Environment and Heritage Protection	22 August 2012	Brisbane
Department of Transport and Main Roads	24 August 2012	Brisbane
Department of Education and Employment (former Skills Queensland)	27 August 2012	Brisbane
Department of Environment and Heritage Protection	6 September 2012	Brisbane
Sustainability, Environment, Water, Population and Communities	13 September 2012	Canberra
Community committees and working groups		
Joint Maranoa Regional Community Consultative Committee meeting ⁵	21 June 2012	Roma
Water Working Group meeting ⁶	7 August 2012	Roma
Joint Maranoa Regional Community Consultative Committee meeting	20 September 2012	Roma
Local Disaster Management Group meeting (Maranoa Regional Council Area)	2 October 2012	Roma
Local government briefings		
Banana Shire Council, planning and strategy branch	11 July 2012	Taroom
Western Downs Regional Council, Community Development Co-ordinator, Wandoan/Miles	11 July 2012	Wandoan
Maranoa Regional Council, Corporate Services, Planning and Environment officers	13 July 2012	Roma
Maranoa Regional Council, Community Development Co-ordinator, Arts and Cultural Co-ordinator, Grants Co-ordinator	13 July 2012	Roma
Banana Shire Council briefing	27 July 2012	Biloela
Maranoa Regional Council briefing	1 August 2012	Roma
Western Downs Regional Council, Major Developments and Economic Strategy	6 September 2012	Dalby
Central Highlands Regional Council briefing	12 September 2012	Emerald

Site tours

Site tours are used as an education tool to improve awareness and understanding of the Santos GLNG Project's operations. Tours held during phase one are described in Table 3.3.

Table 3.3 Phase one: Site tours

Stakeholder group	Location	Date	No. of participants
Local MPs, Queensland Resource Council, State government	Existing Santos GLNG operations in the Fairview Field	13 June 2012	5
Maranoa Regional Council, deputy mayor and acting CEO	Roma Hub 02 lay down area, accommodation camps and construction site	15 August 2012	2
Landholders	Existing operations in the Springwater and Fairview Fields	16 August 2012	8

⁵ More information on the Water Working Group is available at: <http://www.santoswaterportal.com.au/water-strategy/get-involved.aspx>

⁶ More information on the Joint Maranoa Regional Community Consultative Committee is available at: <http://www.maranoa.qld.gov.au/jmrccc>

Community events

Information on the GFD Project was made available at several community events (Table 3.4). Community relations staff were present to record feedback and answers any questions.

Table 3.4 Phase one: Community events

Engagement activity	Event	Date	Location
Injune "Where is Country" Festival	Injune community	Thursday 3 May 2012	Injune Information Centre
Wallumbilla Show	Wallumbilla community	Friday 4 May 2012 Saturday 5 May 2012	Wallumbilla Showgrounds
Roma Show	Roma community	Friday 11 May 2012 Saturday 12 May 2012	Roma Showgrounds

Project newsletters

A Santos GLNG Project newsletter "Project Update" is distributed on a monthly basis through the website, mail and email to inform stakeholders of progress and key achievements. Articles were published on the EIS and community information sessions in April, June and July 2012.

3.2.2 Phase two: EIS ToR development

The second phase of engagement commenced in September 2012 and continued through to May 2013. It included the re-drafting and submission of the Initial Advice Statement, Coordinator General declaration of the project as a "controlled project" and ToR finalisation.

Community perception survey

Phase two coincided with the annual community perception survey of Santos GLNG stakeholders independently undertaken by CSIRO. The survey provides insights into the appropriateness and value of Santos GLNG's community engagement practices relative to expectations.

Conducted between October 2012 and January 2013, during the Santos GLNG Project's peak construction and therefore peak impact period, the survey provides insights into areas of concern to the community associated with the approved projects development.

Participants were asked to respond to the following measures:

- Information sources and level of knowledge about Santos GLNG and the liquefied natural gas industry
- Social, economic and environmental impacts of the GLNG Project, relative to their expectations of these impacts across the six key SIMP focus areas
- Relationship measures with Santos GLNG, including engagement experiences, trust, credibility and procedural fairness
- The nature of Santos GLNG's social licence to operate in local communities.

The survey was sent out to 1,497 stakeholders in the Santos GLNG SRM database and was completed by 365, a response rate of 24%. The full survey results are available in the Santos GLNG 2012 SIMP Annual Report⁷ and a summary of the relevant key findings are presented throughout section 4 of this report.

Community information sessions

Information sessions were held in three communities during this phase, which aligned with the engagement program for the broader Santos GLNG Project (Table 3.5). Sessions were advertised in the media including local newspapers, community publications and local radio.

Each session included a presentation providing an update on the progress of the Santos GLNG Project together with information on issues of concern relevant to the host community. A question and answer forum followed the presentation. In total more than 45 people attended the sessions.

Snapshot: EIS ToR Development



⁷ Available: http://www.santosglng.com/media/pdf2994/final_simp.pdf

Table 3.5 Phase two: Community information sessions

Community	Date / Time	Location	Attendees
Arcadia Valley	Thursday 29 November 2012 10.00 am – 1.00 pm	Arcadia Valley State School Arcadia Valley Road	24
Roma	Monday 15 April 2013 5.30 – 7.30 pm	Santos GLNG Roma shopfront	12
Wallumbilla	Tuesday 16 April 2013 7.30 – 9.30 am	Wallumbilla CWA Hall	9

Key stakeholder briefings

Santos GLNG continued to update key stakeholders on the GFD Project EIS through the Joint Maranoa Regional Community Consultative Committee (JMRCCC) and meetings with regulatory agencies (Table 3.6).

Table 3.6 Phase two: Key stakeholder briefings

Stakeholder	Date	Location
Joint Maranoa Regional Community Consultative Committee meeting	6 December 2012	Roma
Joint Maranoa Regional Community Consultative Committee meeting	21 March 2013	Roma
Department of State Development, Infrastructure and Planning Office of the Co-ordinator General	17 April 2013	Brisbane

Site tours

As in phase one, site tours were conducted with interested stakeholders to increase awareness and understanding of Santos GLNG's current operational activities. Tours held during phase two are described in Table 3.7.

Table 3.7 Phase two: Site tours

Stakeholder group	Location	Date	No. of participants
Injune Naturally Resourceful Women's Group	Fairview South field operations	13 September 2012	3
Landholders	Fairview Irrigation Project	6/7 November 2012	8
Injune Information Centre Volunteers	Arcadia field	19 March 2013	21
Roma community stakeholders (business owners and interested parties)	Fairview South field operations	21 March 2013	15
Roma Vietnam Veterans	Roma field operations	26 April 2013	14

Community events

As in phase one, information on the GFD Project was made available at several community events (Table 3.8). Community relations staff were available to record feedback and answer community questions.

Table 3.8 Phase two: Community events

Event	Community	Date	Location
Wandoan Show	Wandoan	23 April 2013	Wandoan Showgrounds
Wallumbilla Show	Wallumbilla	4 May 2013	Wallumbilla Showgrounds
Taroom Show	Taroom	7 May 2013	Taroom Showgrounds
Roma Show	Roma	9 – 11 May 2013	Roma Showgrounds

Letters and emails

Santos GLNG distributed more than 4,000 letters and fact sheets to affected landholders in the project tenure areas (Attachment E). This information was also emailed to key stakeholders where email addresses were available.

Santos GLNG also included information regarding the development of the GFD Project ToR in a letter to the Arcadia Valley community, in February 2013.

Advertising

To inform the community of the finalisation of the ToR and the next steps in the EIS, including plans for information sessions, Santos GLNG published an advertisement in three major regional newspapers during May 2013 (Attachment F). The advertisement was published in the Western Star, Chinchilla News and Central Telegraph.

Snapshot: EIS development

110

people
attended



8

community
information
sessions

37

stakeholder
interviews

45

key stakeholder
briefings



64

landholders
surveyed



1

online
newsletter
story



with
55

views

Fact sheet
mail out to over

700

residents



3.2.3 Phase three: EIS development

A third phase of engagement was conducted from June 2013 through to the end of May 2014. This round focused on increasing the awareness of the GFD Project and obtaining community and stakeholder feedback to inform the EIS studies. This included broad community engagement to validate the baseline data, inform SIA and draft the associated action plans.

Before the commencement of phase three, Santos GLNG undertook a review of the GFD Project fact sheets, key messages and web content.

Key stakeholder interviews

To further analyse the data obtained through the perception survey (Section 3.2.2) Santos GLNG commissioned the CSIRO to undertake one-on-one interviews with key stakeholders across the project area. Of the 37 stakeholders who agreed to participate in the interviews, 25 were from the Maranoa and Banana Shire regions. Participants were asked an array of questions regarding Santos GLNG and the gas industry more generally with a particular focus on perceptions of impacts and relationship measures. Feedback from the 25 relevant participants has been incorporated throughout section 4 of this report.

Landholder survey

Santos GLNG commissioned a leading independent research company in August 2013 to undertake a targeted survey with landholders that have Santos GLNG infrastructure on their properties in Roma, Fairview, Arcadia, and Scotia gas fields. The survey objectives were to:

- Clarify landholder views about the gas development activities on their property
- Understand landholder attitudes towards Santos GLNG.

A total of 64 landholders engaged in a telephone survey. An overview on the survey findings is presented in section 4.4 of this report.

Community information sessions

Information sessions were held in eight communities across the GFD Project area (Table 3.9). More than 700 affected landholders in the new proposed development areas and key stakeholders received a personal invitation to attend. Landholders in the existing areas of development where additional development is proposed to occur were invited through their Land Access Adviser. Promotion in local newspapers, community publications and on local radio was conducted in the weeks leading up to the sessions.

Each session included a presentation by Santos GLNG followed by time for questions and discussion. In total more than 110 people attended, covering a broad range of stakeholder groups including local councils, state government, business owners, school groups, social services, landholders, community members and local industry and development groups.

Everyone who attended and completed a "How did it go?" form indicated the information provided either "met" or "exceeded" their expectations.





Table 3.9 Phase three: Community information sessions

Community	Date / Time	Location	Attendees
Roma	Tuesday 3 September 2013 5.00 pm – 7.00 pm	Santos GLNG Shopfront McDowall Street, Roma	13
Injune	Tuesday 3 September 2013 5.00 pm – 7.00 pm	Injune Town Hall Hutton Street, Injune	9
Yuleba	Wednesday 4 September 2013 8.30 am – 10.30 am	Yuleba Town Hall Garden Street, Yuleba	4
Rolleston	Wednesday 4 September 2013 8.30 am – 10.30 am	Rolleston Transaction Centre Planet Street, Rolleston	6
Springsure	Wednesday 4 September 2013 12.30 pm – 2.30 pm	Springsure Town Hall Eclipse Street, Springsure	5
Wallumbilla	Wednesday 4 September 2013 1.30 pm – 3.30 pm	Wallumbilla Memorial Hall Chadford Street, Wallumbilla	25
Taroom	Wednesday 10 September 2013 11.30 am – 1.30 pm	Taroom Town Hall Yaldwyn Street, Taroom	15
Wandoan	Wednesday 10 September 2013 4.30 pm – 6.30 pm	Wandoan Cultural Centre Henderson Road, Wandoan	35

Key stakeholder briefings

More than 40 one-on-one and group briefings were held with key stakeholders (Table 3.10). Where possible, Santos GLNG sought to use existing group forums either established through the Santos GLNG Project or as recommended by the community.

Table 3.10 Phase three: Key stakeholder briefings

Stakeholder	Date	Location
Regionally based key stakeholder meetings		
Department of Community Safety, Rural Fire Service and industry proponents	10 September 2013	Toowoomba
CWAATSICH Roma	12 September 2013	Roma
Anglicare Roma	12 September 2013	Roma
Commerce Roma	13 September 2013	Roma
Surat and District Development Association	17 September 2013	Surat
Central Highlands Development Corporation	18 September 2013	Emerald
Emerald Chamber of Commerce	18 September 2013	Emerald
Taroom Lions Club	25 September 2013	Taroom
Taroom and District Development Association	25 September 2013	Taroom
Wandoan Chamber of Commerce	25 September 2013	Wandoan
Wandoan Progress Association	25 September 2013	Wandoan
Hodgson Hall Committee	30 September 2013	Hodgson

Stakeholder	Date	Location
Roma Interagency Meeting: <ul style="list-style-type: none"> • Lifeline • Gambling help • Rural Financial Counselling Service • South West Hospital & Health Service/Men's Shed • Medicare • Department of Communities • Red Cross • Anglicare Roma • Education Queensland • Maranoa Regional Council – Social Services • Carers Queensland • Downs Industry Schools Co-operative 	30 September 2013	Roma
Injune Community Members: <ul style="list-style-type: none"> • Maranoa Regional Council – Tourism Officer • Advance Injune • Creative Injune • Landholders 	31 September 2013	Injune
Wandoan Out-Patients Centre	9 October 2013	Wandoan
Roma Tourism	17 October 2013	Roma
Roma Training Reference Group: <ul style="list-style-type: none"> • Department of Education, Training and Employment • SQIT Roma • Centrelink • MRAEL • Golden West • Roma State College 	18 October 2013	Roma
Medicare Local and local medical practitioners: <ul style="list-style-type: none"> • Medicare Local • Queensland Health • Queensland Ambulance Service • Maranoa Medical Centre • Rural Flying Doctors Service • South West Hospital & Health Service • Roma Hospital • CWAATSICH Roma • Vital Health • Roma Clinic • Ironbark Medical 	22 October 2013	Roma
Rolleston State School and P&C	23 October 2013	Rolleston
Rolleston Health Clinic	23 October 2013	Rolleston
Springsure Multipurpose Health Service	23 October 2013	Springsure
Springsure State School and P&C	23 October 2013	Springsure
Springsure Progress and Tourism Association	24 October 2013	Springsure
Department of Natural Resources and Mines – Stock routes	9 December 2013	Video conference

Stakeholder	Date	Location
Mandandanji People	3, 4 and 7 March	Roma, Chinchilla and Caboolture
Karingbal Endorsed Parties	12 May 2014	Rockhampton
Canberra-based key stakeholder meetings		
Department of the Environment – Terrestrial Ecology	17 July 2013	Canberra
Department of the Environment – Groundwater	15 January 2014	Canberra
Brisbane-based key stakeholder meetings		
Terrestrial Ecology, Technical workshop: <ul style="list-style-type: none"> • Department of State Development, Infrastructure and Planning • Department of Environment and Heritage Protection 	26 June 2013	Brisbane
Social Impact Assessment Technical Workshop: <ul style="list-style-type: none"> • Department of Aboriginal and Torres Strait Islander and Multicultural Affairs • Department of Agriculture, Fisheries and Forestry • Department of Communities, Child Safety and Disability Services • Department of Education, Training and Employment • Department of Environment and Heritage Protection • Department of Local Government, Community Recovery and Resilience • Department of State Development, Infrastructure and Planning • Department of Housing and Public Works • Department of Tourism, Major Events, Small Business and the Commonwealth Games • Queensland Emergency Works • Queensland Health • Queensland Police Service 	16 September 2013	Brisbane
Department of Premier and Cabinet	20 September 2013	Brisbane
Department of Science, Information Technology, Innovation and the Arts	20 September 2013	Brisbane
Department of Transport and Main Roads, South West Region – Road Impact Assessment	1 October 2013	Brisbane
Department of National Parks, Recreation, Sport and Racing	11 October 2013	Brisbane
Department of Energy and Water Supply	24 October 2013	Brisbane
Department of Environment and Heritage Protection – Heritage Protection	28 November 2013	Brisbane
Groundwater, Technical workshop: <ul style="list-style-type: none"> • Department of State Development, Infrastructure and Planning • Department of Environment and Heritage Protection • Department of Natural Resources and Mines, Office of Groundwater Impact Assessment 	28 November 2013	Brisbane
Department of State Development, Infrastructure and Planning – greenhouse gas considerations	4 December 2013	Brisbane
Department of State Development, Infrastructure and Planning and Department of Natural Resources and Mines – water supply	17 February 2014	Brisbane
Community committees and working groups		
Water Working Group meeting	20 August 2013	Roma

Stakeholder	Date	Location
Joint Maranoa Regional Community Consultative Committee meeting	20 September 2012	Roma
Local government briefings		
Maranoa Regional Council Major Projects, Economic Development and Tourism Manager; Economic Development Co-ordinator	12 September 2013	Roma
Central Highlands Regional Council Community Development Manager	18 September 2013	Emerald
Banana Shire Council Planning and Strategy Manager	25 September 2013	Taroom
Western Downs Regional Council Mayor; Community Development Manager and Economic Development Senior Officer	26 September 2013	Dalby
Maranoa Regional Council Community Development Manager	30 September 2013	Roma
Maranoa Regional Council Water, Sewage and Gas Projects division	17 October 2013	Roma
Local Members of Parliament State and Federal Member for Warrego and Electoral Office Representatives for Warrego and Maranoa	24 October 2013	Roma
Western Downs Regional Council Mayor and Councillor briefing	30 October 2013	Dalby
Banana Shire Council Mayor and Councillor briefing	12 November 2013	Biloela
Toowoomba Regional Council Mayor and Councillor briefing	10 December 2013	Toowoomba

Site tours

Similar to phases one and two, site tours were again undertaken to assist stakeholders' understanding of the GFD Project proposed activities. This phase included hosting a tour for government stakeholders involved in the EIS assessment. Site tours held during phase three are described in Table 3.11.

Table 3.11 Phase three: Site tours

Stakeholder group	Location	Date	No. of participants
Media tour	Two groups: 1) Roma field operations and Hub 02, 2) Fairview field operations	30 May 2013	21
Local MPs	Roma Hub 02	11 June 2013	4
Yebna Local Stakeholders Group	Fairview South field operations	8 July 2013	10
State and Federal government involved in the EIS assessment process	Fairview field operations	27/28 August 2013	10
Department of Natural Resources and Mines	Roma and Fairview field operations	4 September 2013	5

Community events

During phase three, Santos GLNG participated in two water field days co-ordinated by AgForce. Information on the GFD Project was made available at both events, the details of which are shown in Table 3.12.

Table 3.12 Phase three: Community events

Event	Community	Date	Location
AgForce CSG Water Field Day	80 landholders from the Roma area	9 October 2013	Roma
AgForce CSG Water Field Day	100 landholders from the Miles area	10 October 2013	Miles

Project newsletters

The EIS fact sheet and invite to upcoming information sessions was included as an insert to the August 2013 pipeline community newsletter for communities in the southern section of the alignment including, Arcadia Valley and Bauhinia. The inserts were included in 700 newsletters.



4. Stakeholder and community feedback

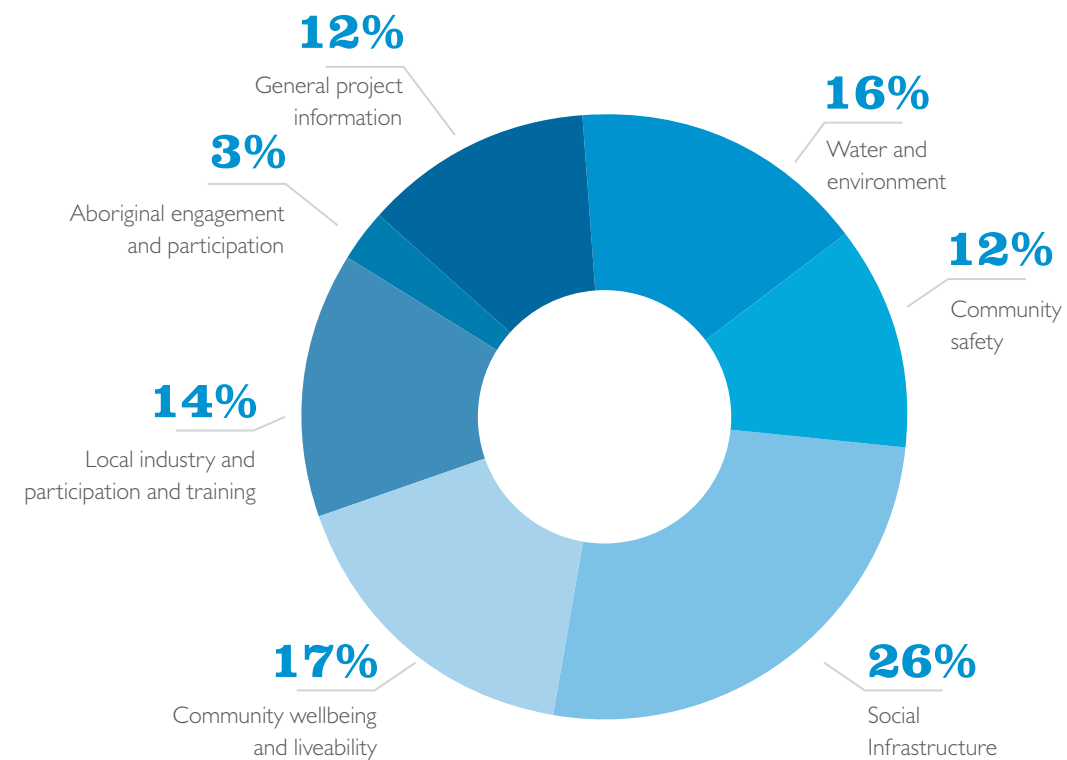
The Santos GLNG Project construction phase coincided with the engagement program for the GFD Project EIS. As such, a reasonably high level of understanding existed within the potentially impacted communities.

However, this also presented challenges in separating feedback on the existing Santos GLNG Project scope with the future development areas. Feedback on the existing project has also been included in this report, with the appreciation that areas of interest in the current project are relevant to the GFD Project because the proposed additional development activities are similar to that of the current project activities.

In general terms, stakeholders presented a pragmatic view on future development, recognising both positive and negative aspects. The stakeholder interviews (Section 3.2.3) found that no participant was either wholly “for” or “against” the development.

Key themes of discussion during the engagement program are reflected in Figure 4.1 and each theme is discussed in detail in the following sections.

Figure 4.1 Stakeholder and community feedback – central themes



4.1 Water and environment

Stakeholder and community interest in water and the environment focused on the potential for the GFD Project to impact on groundwater resources and weed management practices.

Concerns were expressed about the potential for field development to impact on underground water supplies and water quality. This theme was more common in new tenure areas such as the Scotia gas field and pockets of Roma gas field, rather than existing areas of development. Given the extended dry weather conditions in the GFD Project area, particularly during the phase-three engagement period, community members were also interested in opportunities to access the water extracted from coal seams.

Common points of discussion included:

- Ensuring the management of water resources for agricultural business, community and future generations
- Managing weeds and pests, particularly preventing spread into “weed and pest free zones”
- Managing water options and sustainability benefits for the community and environment.

Results from the perception survey indicated communities expect a moderate impact across measures of water and the environment, including groundwater level and quality, and weeds.

Further details obtained during the consultation and engagement program concerning water and environment are provided in Table 4.1.

"Stakeholder and community interest in water and the environment focused on the potential for the GFD Project to impact on groundwater resources and weed management practices."

Table 4.1 Water and environment – detailed stakeholder feedback

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Water monitoring	<ul style="list-style-type: none"> Interest in the water-monitoring network (existing and planned), schedule and type of data collected. 	Roma Scotia	Community State government	Information on Santos GLNG's existing and ongoing water monitoring network is available on the Santos GLNG Water Portal (www.santoswaterportal.com.au). GFD Project water monitoring is addressed in Section 9.1 of <i>Appendix 0: Groundwater assessment report (PB, 2014)</i> .
Water management	<ul style="list-style-type: none"> Interest in current water management practices. Predicted volumes of produced water. Potential draw down on aquifers (both short and long term) resulting in impacts to bores, water supplies and stock / irrigation water. "Make-good arrangements" need to be undertaken in a timely manner. Potential for water contamination from hydraulic fracturing and well integrity issues. Opportunities for local businesses, community and landholders to access extracted water. Positive feedback regarding beneficial water re-use for communities. Impacts to town water supplies and pressure. Impacts to the Dawson River due to managed release scheme. 	Whole project	Business and industry groups Community Community and interest group Environment and agricultural groups Local government State government Water Working Group	<p>Current water management practices are described on the Santos GLNG Water Portal: http://www.santoswaterportal.com.au/water-strategy.aspx.</p> <p>Predicted volumes of produced water are reported in: <i>Section 5.2.1 of Appendix U2: Report on Matters of National Environmental Significance (water resources) (Santos, 2014)</i>.</p> <p>The potential drawdown on aquifers is reported in Section 7.3.1 of <i>Appendix 0: Groundwater assessment report (PB, 2014)</i>.</p> <p>Make good arrangements are described in: Section 8.2.1 of <i>Appendix 0: Groundwater assessment report (PB, 2014)</i>.</p> <p>A quick guide for landholders to Make Good Arrangements is available on the Queensland Governments Department of Heritage and Protection website.⁸</p> <p>Potential for water contamination from hydraulic fracturing: Hydraulic Fracturing: Section 8.1.2 and 8.2.4 of <i>Appendix 0: Groundwater assessment report (PB, 2014)</i>.</p> <p>Section 4 of <i>Appendix AE-F Hydraulic Fracturing Risk Assessment: Compendium of Assessed Fluid Systems (Santos GLNG, 2014)</i>.</p> <p>Impacts to town water supplies: <i>Appendix 0: Groundwater Assessment Report (PB, 2014)</i>.</p> <p>Impacts to Dawson River due to managed release scheme: Monitoring program summarised and discussed in <i>Appendix AE-G Dawson River Discharge Scheme receiving environment monitoring program summary (Santos GLNG, 2014)</i>.</p>
Land environment and endangered species	<ul style="list-style-type: none"> General concern regarding environmental impacts and loss of flora and fauna habitat. Impacts to State forests. Impacts to unique flora and fauna species in the Taroom area, such as the boggomoss snail. Current and planned locations of offset sites. 	Arcadia Scotia	Community Community and interest groups State government	<p>Potential impacts to flora, fauna and State Forests and associated management actions are identified in <i>Appendix R: Terrestrial ecology assessment report (Aurecon, 2014)</i> and <i>Appendix Y: Draft environmental management plan (Santos GLNG, 2014)</i>.</p> <p>Field surveys undertaken found no evidence of the boggomoss snail in the project area as per <i>Appendix S: Aquatic ecology assessment report (URS, 2014)</i> and impacts are discussed in <i>Appendix U1: Report on Matters of National Environmental Significance (ecology) (Aurecon, 2014)</i>.</p> <p>While the exact location of offset sites are yet to be determined, an offset strategy is detailed in <i>Appendix AB: Offset strategy (Santos GLNG, 2014)</i>.</p>
Weeds and pest management	<ul style="list-style-type: none"> Fragmentation due to additional road networks increasing pest mobility. Previous EIS' have not given due consideration to this problem. Positive experiences with current weed management practices. Potential spread of parthenium and cattle ticks into current "weed and tick free zones". Long-term weed management plans and legacy issues. 	Whole project	Community Community and interest group Local government State government	<p>Habitat fragmentation was considered in the assessment and is discussed in Section 5.2.7, Section 5.4.3 of <i>Appendix R: Terrestrial ecology assessment report (Aurecon, 2014)</i>, <i>Appendix U1: Report on Matters of National Environmental Significance (ecology) (Aurecon, 2014)</i> and <i>Appendix Y: Draft environmental management plan (Santos GLNG, 2014)</i>.</p> <p>Weed and Pest Management is discussed in <i>Appendix Y-J: Pest and Weed Management Plan (Santos GLNG, 2014)</i>.</p>

⁸ <https://www.ehp.qld.gov.au/management/pdf/good-obligations-guide.pdf>

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Air quality	<ul style="list-style-type: none"> Impacts to grazing pasture due to dust generated by traffic and construction. Current dust suppression practices were considered inadequate. Dust impacts around houses and bus stops. 	Arcadia Roma	Community	<p>Management controls related to dust are described in section 6.5 of <i>Appendix Y: Draft environmental management plan (Santos GLNG, 2014)</i>.</p> <p>The Santos GLNG complaint management process is provided in <i>Attachment B</i> of this Report.</p>
Soil disturbance	<ul style="list-style-type: none"> Level of soil disturbance and management strategies. 	Brisbane Scotia	Local government State government	<p>Soil disturbance is discussed in section 4 and 5 of <i>Appendix K: Land resources assessment report (URS, 2014)</i> and erosion and sediment control is discussed in <i>Appendix Y-E: Erosion and sediment control management plan (Santos GLNG, 2014)</i>.</p>
Waste management	<ul style="list-style-type: none"> Landfill locations. Volumes of waste and management. 	Brisbane Scotia	Local government State government	<p>Waste volumes are contained in <i>Chapter 12: Waste</i> and waste management is contained in <i>Appendix Y-L: Waste management plan (Santos GLNG, 2014)</i>.</p>
Surface water	<ul style="list-style-type: none"> Surface water monitoring for streams and rivers needs to be considered. Particular concern about the impact to Robinson Creek (Taroom). 	Roma Scotia	Community Community and interest groups	<p>Details regarding the surface water monitoring programs to be implemented for the GFD Project (including indicative monitoring parameters, locations and frequencies) are outlined in section 3.4.4 of <i>Appendix AE: Water resource management plan (Santos GLNG, 2014)</i>.</p>



4.2 Community safety

Road safety impacts associated with increased traffic volumes and deteriorating road conditions were one of the most common issues raised by stakeholders across the GFD Project area. Construction activity for the approved Santos GLNG Project has been a significant generator of traffic on rural and regional roads and stakeholders drew on this recent experience to propose timely road impact mitigation and maintenance as a key learning for future development. Road impacts were also a key feature of the community perception survey and stakeholder interviews. Participants in the interviews generally acknowledged most of their concerns do not lie with any one project, but rather are due to cumulative impact of resource projects in the region.

Communities were largely positive in their comments regarding the presence of resource industry employees in their community, describing their interactions as courteous and pleasant. However, some issues were identified including litter, bad language, dislike of reversing beepers and a preference for workers not to wear "hi vis" shirts in local venues.

Common points of discussion included:

- Ensuring road maintenance and impact mitigation occurs before GFD Project use
- Recognising existing poor road conditions in some areas
- Improving workforce behaviour in some areas but taking into account it has been largely positive to date.

Results from the perception survey indicate communities expect a moderate impact across measures of community safety. Their experience to date related to road safety and congestion, and road quality has been more negative than they expected.

Further details obtained during the consultation and engagement program concerning community safety are provided in Table 4.2.

"Road safety impacts associated with increased traffic volumes and deteriorating road conditions were one of the most common issues raised by stakeholders across the GFD Project area."

Table 4.2 Community safety – detailed stakeholder feedback

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Road safety	<ul style="list-style-type: none"> Impacts on local roads including high traffic volumes and deterioration or road surface. Roads should be upgraded before GFD Project use and maintenance should be timely. Difficult to pass multiple trucks when they are following each other closely. Positive feedback regarding driver behaviour. Ensure traffic management in school zones and along bus routes. Opportunities for road upgrades including support for Royalties for Regions applications related to roads. Ensure workforce transportation from the airport to the camps and/or community is consolidated. Ensure rig movements are clearly communicated to the community in advance. Increase in traffic incidents reported by local police due to driver fatigue and road usage. 	Whole project	Community Local government Business and industry groups Community and interest groups JMRCCC State government Water Working Group	<p>Traffic impacts and management are discussed in <i>Section 11: Traffic and transport</i> and <i>Appendix M: Traffic and transport assessment report (Cardno, 2014)</i>. Santos GLNG has a <i>Road-use Management Plan</i> which will be adopted for the GFD Project.</p> <p>Additional measures to manage road use and driver behaviour, including the Maranoa Regional Rules are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>
Workforce behaviour	<ul style="list-style-type: none"> Increased potential for social issues including drug and alcohol use as a result of demographic changes (increased proportion of males). Positive feedback regarding workforce demonstrating good behaviour in the community. Workforce language in airports and on two-way radios can at times be inappropriate. Increased amount of litter along highways and in towns. Preference for workforce to not wear “hi vis” in local venues. Inconsiderate use of vehicle reversing beepers. 	Roma Scotia Fairview	Business and development groups Community and interest groups State government JMRCCC	<p>Workforce behaviour management measures, including the Maranoa Regional Rules are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p> <p>The Santos GLNG complaint management process is provided in <i>Attachment B</i> of this Report.</p>



4.3 Social infrastructure

Social service providers, particularly in health, reported experiencing capacity issues and resource-sector impacts. A related issue is the difficulty attracting and retaining key workers, most notably nurses, doctors, teachers, police and childcare professionals.

Although community members and stakeholders consistently raised housing-market impacts during the first phase of consultation, by phase three these concerns had changed significantly, particularly in the Roma area. Early rounds of engagement identified housing affordability and availability issues attributable to both the gas industry and the 2012 flood event. By phase three the Roma community described the market “plateauing” and market pressure easing. The market variability that comes with resource activity, or the “boom/bust” cycles, was one of the main concerns identified across the GFD Project area.

Power supply to infrastructure was particularly prominent in the Wallumbilla area, with community and some State government departments expressing their preference for underground power. Telecommunications issues were also commonly raised, particularly areas that have pre-existing issues and infrastructure limitations.

Common points of discussion included:

- Improved housing affordability, and ensuring “boom/bust” scenarios are minimised
- Better prepared councils for this next phase of development
- Local health services capacity issues, particularly in relation to accident and emergency
- GFD Project plans for power supply to infrastructure, with the preference for underground power
- Provision of phone and internet services at camp facilities to alleviate pressure on limited local infrastructure capacity.

"Social service providers, particularly in health, reported experiencing capacity issues and resource-sector impacts."

Results from the perception survey indicate communities expect a moderate to negative impact across measures of social infrastructure such as housing affordability and medical and health facilities.

Further details obtained during the consultation and engagement program concerning social infrastructure are provided in Table 4.3.

Table 4.3 Social infrastructure – detailed stakeholder feedback

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Housing affordability and availability	<ul style="list-style-type: none"> Recognition and appreciation for Santos GLNG's contribution towards improving housing affordability to date. Difficulty measuring the impact of the resources sector on housing. Impacts were also felt due to the 2012 floods. Difficulty attracting and retaining key workers (teachers, nurses, social service staff) due to housing affordability. Primary concern is regarding housing fluctuations that accompany resource development. Preference to find a balance between workers being accommodated in camps and ensuring local businesses still benefit. Belief the housing market is plateauing as the private market has responded and concern regarding potential market saturation in Roma. Impacts on low-income families. Increase in homelessness resulting from affordability issues. 	Roma Scotia Arcadia	Business and development groups Community Local government Community service Education and training JMRCCC	<p>Current housing market data and an analysis of potential project induced impacts are considered in <i>Appendix V: Social assessment report (URS, 2014)</i>.</p> <p>Strategies to manage impacts to local housing markets are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p> <p>Santos GLNG's primary strategy is to use purpose built temporary and permanent workforce accommodation facilities located outside major communities and where appropriate assess options to utilise third party existing facilities located within local townships.</p>
Health services	<ul style="list-style-type: none"> Additional pressure on health and allied health services, particularly from contractors. Positive feedback on community infrastructure investments to date, including the Nuriyn Wellness Centre and Aero medical helicopter. Potential increase in emergency department presentation, some current capacity issues to deal with major medical incidents (Arcadia, Taroom/Wandoan). There is currently no ambulance in Rolleston and it was reported that residents drive to hospital rather than call one because of the time it takes to arrive. 	Scotia Roma Arcadia	Local government State government Community services Business and development groups	Strategies to manage impacts to local health services, including monitoring framework, are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i> . Santos GLNG's primary strategy is to continue the medical field response, including paramedics, nurses, general practitioners and emergency evacuation arrangements, to support the needs of non-resident workforce during construction.
Airports	<ul style="list-style-type: none"> Overcrowding and the need for more services and cheaper fares will drive a need for further upgrades 	Roma Scotia	Local government	Potential impacts to local airports are considered in <i>Section 11: Traffic and transport</i> and <i>Appendix M: Traffic and transport assessment report (Cardno, 2014)</i> .
Other infrastructure – power supply	<ul style="list-style-type: none"> Preference for underground power, rather than overhead. Santos GLNG's plans for electrification have not been clearly communicated to the community in the past. Safety concerns related to location of current and future overhead power lines. 	Roma Brisbane	Community State government Water Working Group	<p>High voltage power infrastructure is currently being built by Powerlink under a separate environmental approval process including environmental impact statements.</p> <p>Santos GLNG's infield electrification plans are described in the Powering Santos GLNG fact sheet available at: www.santosglng.com. This includes both overhead and buried infrastructure and safety information.</p>
Other infrastructure – telecommunications	<ul style="list-style-type: none"> Current GLNG Project activity has resulted in some telecommunication issues that impact local access to phone and internet during peak times. Concern regarding potential impacts to business operations (EFTPOS facilities), local schools and hospitals (Telehealth) due to existing network overload, particularly during peak times. Communities seek secure and reliable telecommunication services. Areas where existing telecommunication capacity is poor were identified. Current limitations should be considered in future development. 	Whole project	Community Local government Business and development groups JMRCCC	Santos GLNG will ensure temporary and permanent accommodation facilities have telecommunications equipment to absorb the workforce requirements, where a potential direct impact to the telecommunications services in local communities can be readily identified, as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i> .



4.4 Community wellbeing and livability

Regional identity, community cohesion and social fabric were considered important issues for communities. A common view expressed by stakeholders was the desire to retain community character; tourism allure and the ability to sustain local groups and clubs. Communities expressed a strong desire for some integration of resource-sector workers into local communities, particularly through volunteerism, and incentives to live locally.

Communities expressed ongoing value of open, honest and upfront communication and for dedicated community relations staff for their area as a key contact point for the GFD Project.

In some areas of current gas development, landholders reported feeling stressed and overwhelmed trying to balance their negotiations with resource companies and associated industries, while managing their families and agricultural businesses, particularly during times of drought.

Common points of discussion included:

- Impacts on landholders' wellbeing and agricultural business
- Opportunities for workforce integration into the community, particularly through volunteerism
- Impacts and opportunities for local tourism
- Impacts to community identity and amenity.

Results from the perception survey reported a reasonably high level of satisfaction with community living. However, they expected a moderate impact across measures of community wellbeing and livability such as lifestyle, visual amenity and agricultural land values.

Results from the landholder survey found that:

- Overall, nearly three-quarters of landholders are satisfied with their relationship with Santos GLNG
- Eighty-one percent indicated that Santos GLNG has fully met its commitment or has done almost all the things it sets out to do to ensure landholders are comfortable with their activities
- Nine in ten landholders would allow Santos GLNG to undertake further activity on their property.

"A common view expressed by stakeholders was the desire to retain community character, tourism allure and the ability to sustain local groups and clubs."

Areas for improvement include providing more information at an earlier stage in the development process. Only three in ten landholders indicated they received all the information required to understand what is being carried out/proposed on their property. However, most agree the information they received was honest and transparent.

Further details obtained during the consultation and engagement program concerning community wellbeing and liveability are provided in Table 4.4.

Table 4.4 Community wellbeing and livability – detailed stakeholder feedback

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Landholders	<ul style="list-style-type: none"> Interest in the current landholder engagement and land access process. Landholders' time should be incorporated into compensation arrangements. Stress on landholders negotiating with multiple companies on top of running their agricultural business. Exacerbated in times of drought. Uncertainty regarding future development. Benefits associated with a second income stream. 	Roma Scotia Arcadia	Community	<p>Landholder information, including early engagement strategies is contained in <i>Appendix AA: Land Access</i>.</p> <p>Strategies to support community wellbeing and livability are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>
Volunteerism	<ul style="list-style-type: none"> Low existing capacity to access volunteers, due to non-resident workforces impacting on social fabric of communities. Strong desire for increased volunteerism in the community by industry. Existing examples by both companies and contractors are highly regarded by communities. 	Scotia Roma	Local government Business and development groups Community and interest groups	Santos GLNG will continue to assist local communities during times of natural disasters though volunteering and resource sharing and promote Santos GLNG employee volunteering in the local community, as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i> .
Tourism	<ul style="list-style-type: none"> Availability of tourist accommodation. Benefits to tourist accommodation due to additional industry business. Concern regarding construction during peak tourist season. Opportunities to assist local tourism industries with marketing plans and strategies. Across the gas fields, all communities feel they have a healthy tourism industry. 	Scotia Arcadia Roma	Local government Business and development groups Community and interest groups	<p>Strategies to manage impacts to short term accommodation providers are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p> <p>Santos GLNG will continue to engage with local tourism stakeholders as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>
Amenity	<ul style="list-style-type: none"> Proximity of infrastructure to communities. 	Roma Scotia	Community	Santos GLNG will comply with the Central Queensland Regional Plan and Darling Downs Regional Plan plans, which seek to address and resolve potential land conflicts between resource, agricultural activities and residents.
Community wellbeing	<ul style="list-style-type: none"> Communities are experienced with resource development, open and honest communication is encouraged. Preference for dedicated community engagement staff for their area. Caution regarding unsustainable community investments, which have had ongoing maintenance implications and costs (ratepayers). Community members also expressed gratitude for the assistance with flood recovery and rural fire service donations. FIFO workforce impacting of families and promoting unhealthy lifestyle (physical and mental). 	Scotia Fairview	Local government Education and training providers Business and industry groups	<p>Santos GLNG will continue to implement community engagement plans and strategies to support and enhance the livability and wellbeing of regional communities as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p> <p>Santos GLNG will continue to assist local communities during times of natural disasters though volunteering and resource sharing.</p>
Regional identity	<ul style="list-style-type: none"> Benefits regarding sponsorships and donations to support local initiatives and events. Community sustainability post-construction and over the long term. Desire for new people (workforce) to relocate to regional communities and for companies to provide incentives. Social disconnect due to FIFO workforces. 	Roma Scotia Arcadia	Local government Community and interest groups Business and development groups Education and training providers JMRCCC	<p>Opportunities to support regional identity and manage impacts are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p> <p>Santos GLNG will promote employee volunteering in the local community, as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>



4.5 Local industry participation and training

It was recognised Santos GLNG has a strong reputation for employing apprentices and trainees in Roma and this should be extended to apply to Santos GLNG contractors. Stakeholders expressed an interest in upskilling their local workforces to make the most of the opportunities the resources sector has to offer; and both positive and negative impacts were identified in relation to business and industry opportunities in the project area. Local businesses servicing the resources sector are reportedly experiencing growth; however, difficulties in attracting and retaining staff were cited as an issue.

Common points of discussion included:

- Opportunities for local business to supply to the project
- Opportunities for employment of locals
- Support for local business through capacity building and non-gas industry related apprentice and trainee programs
- Education and training initiatives with the local youth.

Results from the perception survey indicate communities had high expectations for positive benefits from local industry participation and training. However, to date, their experience has been below expectations.

Despite being below what they expected, stakeholders continued to cite examples of the economic benefits of the project. Flow-on effects to some local businesses and local employment and training opportunities were continually raised during the stakeholder meetings. The landholder survey also reported a perception Santos GLNG is generally seen to be making a positive contribution to the region in terms of employing local people and supporting local businesses.

Further details obtained during the consultation and engagement program concerning local industry participation and training are provided in Table 4.5.

"It was recognised Santos GLNG has a strong reputation for employing apprentices and trainees in Roma and this should be extended to apply to Santos GLNG contractors."

Table 4.5 Local industry participation and training - detailed stakeholder feedback

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Local businesses – opportunities to supply to the project	<ul style="list-style-type: none"> • Opportunities to assist local businesses accessing smaller supply chain opportunities. • Businesses are recognising where they fit into the supply chain and are changing their planning processes to be better placed to capitalise on gas industry opportunities. • Potential indirect impacts to "lifestyle" businesses (gyms, garden centres) due to changes in demographics. • Some businesses missing out on revenue due to camps being located outside of towns. • Some businesses benefiting and local purchase of goods and services is highly regarded by communities. 	Scotia Fairview Roma	Local government Business and development groups Community and interest groups	<p>Economic benefits and potential opportunities for local businesses are described in <i>Section 22: Economics</i> and <i>Appendix W: Economics assessment report (Deloitte, 2014)</i>.</p> <p>Santos GLNG will continue to engage with local business's, holding procurement sessions to assist understanding of supply chain opportunities, as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>
Local businesses – staff attraction and retention	<ul style="list-style-type: none"> • Difficulties attracting and retaining staff for local businesses. • Costs to businesses associated with recruitment. • Local shortages of trades people due to movement to higher-paying industry jobs. 	Roma Scotia	Local government Education and training JMRCCC State government	<p>Santos GLNG will support local business to attract staff through the Careers in Gas website and participation in local career days and employment expos highlighting the range of employment opportunities available in GFD Project communities, as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>
Local employment	<ul style="list-style-type: none"> • Benefits due to local employment opportunities. • Indirect benefits to local businesses due to skilled partners from industry employees entering the workforce. • Preference to encourage more females into the industry, through programs such as the Woman Who Weld. 	Roma Scotia	Local government Education and training	<p>Opportunities for local employment are described in <i>Section 22: Economics</i> and <i>Appendix W: Economics assessment report (Deloitte, 2014)</i>.</p> <p>Santos GLNG will continue to support local communities with employment and training opportunities, where possible, as described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p>
Education and training	<ul style="list-style-type: none"> • Reports of declining student numbers at some local schools. • Positive feedback on current training programs and apprenticeships, such as Try a Trade, which has supported increased school attendance and academic marks. • The preferred approach is to focus on school-based apprenticeships. • Preference to see more opportunities to up-skill the local workforce to gain entry into resource companies. • The cost of hiring buses for school trips / excursions has become unaffordable for schools in Roma. 	Scotia Arcadia Roma	State government Local business and development groups Education and training	<p>Santos GLNG will continue to work with industry, Education Queensland, Southern Queensland Institute of TAFE and other stakeholders on programs and school-based traineeships, as described <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i>.</p> <p>During the consultation period Santos GLNG (through the Santos GLNG Project) funded a community bus in the Roma region which will continue to be in use for the GFD Project⁶.</p>

⁹ More information is available at: [http://pcyc.org.au/PDF/Media-articles/New-bus-for-PCYC-Maranoa_Dec2013-\(1\).aspx](http://pcyc.org.au/PDF/Media-articles/New-bus-for-PCYC-Maranoa_Dec2013-(1).aspx)



4.6 Aboriginal engagement and participation

Traditional Owner groups, who have existing working relationships with Santos GLNG, were predominantly interested in the exact locations and number of wells within their claim area and timeframes around when this information would be available. They expressed their interest in continuing the relationship with Santos GLNG to protect cultural heritage values.

Aboriginal and Torres Strait Islander social service providers raised a number of social vulnerabilities for Aboriginal community members in the project region including difficulties accessing housing and employment. Opportunities were identified for programs to encourage school attendance through high school and transition individuals with lower education or drug and alcohol problems into the workforce.

Opportunities for Santos GLNG Aboriginal employees to become mentors for the local community were also identified.

Common points of discussion:

- Interest in exact locations of infrastructure
- Continuing relationships with Santos GLNG to protect cultural heritage
- Housing affordability and access
- Ensuring opportunities for Indigenous businesses
- Employment opportunities, including bridging programs.

Further details obtained during the consultation and engagement program concerning Aboriginal engagement and participation are provided in Table 4.6.

"[Traditional Owner groups] expressed their interest in continuing the relationship with Santos GLNG to protect cultural heritage values."

Table 4.6 Aboriginal engagement and participation - detailed stakeholder feedback

Sub-theme	Issues/Opportunities	Area raised	Raised by	Response and EIS section reference
Aboriginal health and identity	<ul style="list-style-type: none">Indigenous people experience difficulty securing rental accommodation.Current lack of permanent health staff, need a permanent doctor.	Whole project	Aboriginal support services	Strategies to manage impacts to local housing markets and health services are described in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i> .
Culturally significant sites	<ul style="list-style-type: none">Impacts to waterInterest in exact locations of infrastructure and timing of when this information will be available	Whole project	Traditional Owner Groups	Project field planning process is described in <i>Section 5.5 and 5.7 of Section 5: Assessment framework</i> .
Employment and training opportunities	<ul style="list-style-type: none">Perceived lack of employment opportunities for Indigenous peoples to date with Santos GLNG and contractors.Potential need for bridging programs to bring low education or people experiencing social issues into the workforce. The bridging programs could support people obtain their drivers licence which ca be a barrier to employmentOpportunities for targeted programs to prevent students dropping out of schoolOpportunities for mentoring programs	Whole project	Traditional Owner Groups Aboriginal support services	Opportunities to maximise employment, training and education for Aboriginal people is provided in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i> .
Procurement opportunities	<ul style="list-style-type: none">Interest in strategies to ensure Indigenous businesses receive full, fair and reasonable opportunity to tender for work throughout the life of the GFD project	Whole project	State government Traditional Owner Groups	Procurement strategies, including opportunities to maximise participation and engagement of local and Aboriginal businesses are provided in <i>Appendix AC: Social issues action plans (Santos GLNG, 2014)</i> .

5. Ongoing engagement and impact management

5.1 Planned engagement for the EIS release

Upon submission of the EIS and public release, Santos GLNG will undertake a fourth round of engagement. It is intended engagement activities will continue to be co-ordinated with, and incorporated into, those planned for the Santos GLNG Project.

Engagement content will focus on the key findings of the EIS relevant to the communities potentially impacted by the GFD Project.

Feedback obtained from the community engagement program recommends the EIS material be presented in an easy-to-understand format for the community and directly impacted landholders. Santos GLNG will support this recommendation and develop materials summarising the key EIS findings to maximise stakeholder understanding of their approach to managing the key issues.

Activities for the fourth phase of engagement are summarised in Table 5.1 below.

Table 5.1 Key stakeholder engagement mechanisms for Phase four engagement

Stakeholder group	Engagement mechanisms
Local government	<ul style="list-style-type: none">JMRCCCCouncil briefingsOne-on-one meetings with officersWater Working GroupLetter notification of EIS releaseProject Update Newsletter
Elected representatives	<ul style="list-style-type: none">MP briefingsLetter notification of EIS releaseProject websiteProject Update Newsletter
State and Federal government department and agencies	<ul style="list-style-type: none">One-on-one meetingsProject Update NewsletterJMRCCCWater Working GroupSite toursProject website
Communities	<ul style="list-style-type: none">Community information sessionJMRCCCRoma and Taroom shopfrontsCommunity eventsCommunity perception surveyProject Update NewsletterCommunity relations advisers1800 number and project email

Stakeholder group	Engagement mechanisms
Affected landholders	<ul style="list-style-type: none">Land access advisersLetter notification of EIS releaseJMRCCCWater Working GroupCommunity information sessionsCommunity eventsSite tours
Environment and agricultural groups	<ul style="list-style-type: none">Letter notification of EIS releaseJMRCCCWater Working GroupCommunity eventsProject Update Newsletter
Community and interest groups	<ul style="list-style-type: none">Letter notification of EIS releaseJMRCCCCommunity information sessionsCommunity eventsOne-on-one meetingsProject Update Newsletter
Local business and industry groups	<ul style="list-style-type: none">Letter notification of EIS releaseJMRCCCCommunity information sessionsOne-on-one meetingsIndustry forums and exposProject Update Newsletter
Local schools and training providers	<ul style="list-style-type: none">Letter notification of EIS releaseRoma Training Reference GroupOne-on-one meetingsCommunity events (such as the Employment Expo)JMRCCCProject Update Newsletter
Community service providers	<ul style="list-style-type: none">Roma Interagency GroupOne-on-one meetingsCommunity information sessionsJMRCCCProject Update Newsletter
Aboriginal and Torres Strait Islander groups and services	<ul style="list-style-type: none">CHMPsILUAsOne-on-one meetingsGroup briefings

5.2 Ongoing engagement

Santos GLNG is committed to sustaining its social licence to operate by continually encouraging stakeholder participation and feedback throughout GFD Project construction, operations and decommissioning. Following completion of the EIS, community and stakeholder engagement will continue for the life of the GFD Project. As the GFD Project is a continuation of the existing Santos GLNG Project, engagement activities will be integrated into the Santos GLNG Community Engagement Plan and Social Impact Management Plan.

Figure 5.1 Santos GLNG SIMP adaptive management process



For more information

Freecall 1800 761 113
Email info@glng.com.au
Mail GLNG Community Engagement
GPO Box 1010 Brisbane Queensland 4001

Santos GLNG Project Offices

Roma Shopfront

80 McDowall Street
Roma Queensland 4455
Open Monday to Friday

Taroom Shopfront

37/39 Yaldwyn Street
Taroom Queensland 4420
Open Monday to Friday

Brisbane Office

Santos Place, Level 22, 32 Turbot Street
Brisbane Queensland 4000

Gladstone Shopfront

114 Goondoon Street
Gladstone Queensland 4680
Open Monday to Friday

Santos
GLNG Project

Attachment A

Aboriginal Engagement Policy

Santos

Our Aboriginal Engagement Vision:

"We will achieve enduring and mutually beneficial relationships with the Aboriginal communities in which we operate."

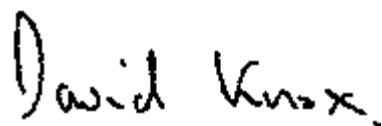
Santos is committed to working with Aboriginal communities in a way that respects Aboriginal cultures and supports the development of those communities in which the company operates. The application of this policy will create enduring and mutually beneficial relationships between Santos and Aboriginal communities across our Australian operations.

This policy will focus on the elements of native title, cultural heritage, employment and training, enterprise development, community capacity and corporate social responsibility.

To achieve its vision, Santos will:

- Recognise and respect Aboriginal peoples' attachment to their country and the importance of Aboriginal cultural heritage by:
 - Managing the impact of its operations;
 - Facilitating Aboriginal cultural awareness training with relevant Santos and contractor personnel.
- Engage with Aboriginal communities across the lifecycle of new projects and existing operations by:
 - Seeking to fully inform Aboriginal communities and consult with them on the likely impacts and opportunities arising from our activities;
 - Providing Aboriginal peoples with the opportunity to reach agreements with us on our new projects where practical and appropriate.
- Deliver capacity building strategies for Aboriginal peoples in the development of Santos operations and projects, including specific employment, training and procurement initiatives to:
 - Increase the number of Aboriginal employees within Santos and service providers;
 - Develop partnerships with Aboriginal peoples, government and community organisations in the delivery of Aboriginal employment and training outcomes;
 - Create, where possible, enterprise development and procurement opportunities within Santos projects and operations for Aboriginal companies;
 - Facilitate the development of the community to build capacity which is aligned with Santos operations and activities.

As Chief Executive Officer and Managing Director, I am committed to working with Santos personnel to ensure that this policy is communicated, understood, accepted and successfully implemented by all Santos employees and contractors.



David Knox
Chief Executive Officer & Managing Director

Environmental Policy

Santos

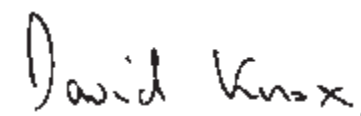
Our Environmental Vision:

"We will continuously seek to find new ways to minimise our environmental impact across the lifecycle of our activities"

At Santos we adopt the principles of sustainable development. We recognise our responsibility to meet community expectations and we are committed to the continuous improvement of our environmental performance. We believe that environmental stewardship is both a management obligation and the responsibility of every individual.

To achieve this we will:

- > Comply with and continuously improve the Environment, Health and Safety Management System (EHSMS) across the business.
- > Proactively identify environmental hazards, assess their risk and eliminate or, if not possible, manage the risk to as low as reasonably practicable.
- > Establish annual environmental objectives and targets, implement programs to achieve them, and review and report on environmental performance against those objectives and targets.
- > As a minimum comply with relevant legal and other requirements.
- > Ensure that we have the resources and skills necessary to achieve our environmental commitments.
- > Include environmental performance in the appraisal of workers' performance.
- > Implement strategies to minimise pollution, manage waste, use water and energy efficiently, and address relevant biodiversity issues.
- > Formally monitor, audit, review and report annually on our environmental performance and EHSMS requirements against defined objectives.
- > Require that companies providing contract services to Santos implement environmental policies, systems and procedures in line with this policy.
- > Positively influence the environmental performance of Joint Venture activities operated by others.



David Knox
Chief Executive Officer and Managing Director

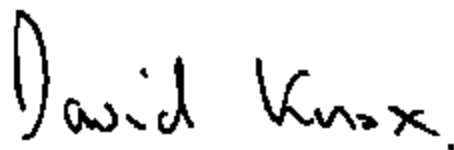
'We work to be a valued member of the communities of which we are a part.'

Santos is committed to upholding its reputation as a trusted energy company. It will continue to provide clean energy solutions for Australia and Asia while operating in an environmentally sustainable and socially responsible manner.

Santos seeks to establish and maintain enduring and mutually beneficial relationships with the communities of which it is a part; ensuring that Santos' activities generate positive economic and social benefits for and in partnership with these communities.

To achieve this Santos will:

- Comprehensively share information about activities that have a major effect on the communities of which we are a part.
- Identify the social effects of Santos' operations in these communities, seeking to manage these effects while delivering business outcomes.
- Establish mutually beneficial partnerships by investing in the organisations, events and initiatives that are valued by and enrich these communities.
- Create appropriate plans for each of these communities and provide the resources to ensure identified activities are undertaken.
- Monitor and, where possible, measure the outcomes of these activities, identify and act upon areas for improvement so that performance is continuously enhanced.
- Create the framework and guidelines that encourage the participation of employees in community relations activities.
- Report on community investment and consultation activities.



David Knox
Chief Executive Officer

April 2009

Our Health and Safety Vision:

"We all go home from work without injury or illness"

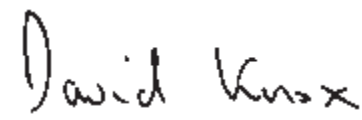
We believe that:

- No business objective will take priority over health and safety.
- All injuries and incidents are preventable.
- No task is so important or urgent that it cannot be done safely.
- Without diminishing management's obligations, the responsibility and accountability for health and safety rests with every individual.

At Santos we are committed to conducting our business in a manner that prevents injury or illness to employees, contractors, customers and the public who may be affected by our work activities. We encourage best practice in health and safety management within this wider Santos community.

To achieve this we will:

- Maintain and continuously improve the Environment, Health and Safety Management System (EHSMS) across the organisation.
- Provide a balanced focus on the management of health and wellbeing, personnel and process safety.
- Proactively pursue the identification of all hazards and eliminate or, if not possible, manage the risk to as low as reasonably practicable.
- Consult with and promote active participation of employees in the management of their own and others' health, wellbeing and safety.
- Require that companies providing contract services to Santos manage their health and safety in line with this Policy.
- Provide resources to achieve a systematic approach to health, personnel safety and process safety management to ensure continuous performance improvement.
- Identify performance measures, set improvement targets, measure and report performance at all levels.
- As a minimum comply with relevant legal and other requirements.
- Develop a culture where all employees and contractors are constantly aware of safety hazards around them and act accordingly at and away from work.
- Include health and safety performance in the appraisal of employees and contractors and recognise accordingly.
- Steward the health and safety performance of Joint Venture activities operated by others.



David Knox
Chief Executive Officer and Managing Director

30 August 2008

Attachment B

Complaints Management Process

Having determined that an enquiry (or incident) is to be classified as a complaint the following 4 Step process must be followed.

Step 1 – Record the Complaint in the Stakeholder Relationship Management System (SRM)

The vast majority of stakeholder interactions occur through Santos GLNG project personnel in Social Performance, Community and Support Services, Land Access and External Affairs. Officers in all of these teams have been trained in entering enquiries and complaints into SRM.

Should any other staff member have an interaction with a Stakeholder whereby a formal complaint has been requested, the officer can email complaints@glng.com and a trained officer will register the complaint in SRM.

Step 2 – Assign a Complaints Handling Officer to manage the complaint

The Complaints Handling Officer will be responsible for:

- a) assigning tasks to Santos GLNG project personnel to ensure proper investigation of the complaint is undertaken;
- b) gathering the facts and other circumstances associated with the complaint to present a recommended course of action to the Senior Decision Maker for approval; and
- c) preparing the external correspondence and communicating with the complainant.

Santos GLNG Complaints Handling Officers include (or their delegate):

- o Team Leader (Community and Support Services)
- o Community Adviser (Social Performance)
- o Senior Community Relations Adviser (External Affairs)
- o Team Leader Land Holder Relations (Roma)

Step 3 – Communicate with the complainant

Santos GLNG will:

- a) upon receipt of a complaint – as soon as possible but no later than two business days after receipt of the complaint, the Complaints Handling Officer will communicate verbally (either by phone or face to face) or in writing (email or letter) with the complainant to advise how the matter will be managed; and
- b) Enter all correspondence into SRM.

Step 4 – Close out the complaint

The Complaints Handling Officer will present information from the investigations along with options for remedial action (using SRM, ‘Investigate Complaint and Report findings’) and send to the Senior Decision Maker for approval.

Following approval, the Complaints Handling Officer will advise the Complainant of the outcome of the investigations.

As the remedial action required to close out a complaint may vary from nothing, to major construction activities, there will be no time measures for closing out a complaint.

A complaint will be deemed to be closed when the approved remedial action has been completed.

To gauge the satisfaction of the Complainant in relation to how well the complaint was handled, the Complaints Handling Officer is to establish this with the Complainant and record it in SRM. If it is deemed appropriate the Satisfaction Survey will be issued to the Complainant.

Escalation

Where a complaint does not meet the satisfaction of the complainant or the severity of the complaint is deemed to be a risk to Santos GLNG’s Social Licence to Operate, the complaint will be escalated to the Community Reputation Committee.

Additionally, where tasks assigned to Santos GLNG project personnel have not been actioned to allow Business Service Standards to be met, the complaint will be escalated to the Community Reputation Committee via the Manager Social Performance.

Attachment C

How did it go?

The purpose of this feedback form is to help us understand your views and concerns about the Gas Field Development Project and to help us communicate better with you and the community in which you live.

Today’s information session and the Project

1

How did you find out about today’s information session?

☐ Newspaper

☐ Letter or email

☐ Local publication (school newsletter)

☐ Notice board

☐ Word of mouth

☐ Santos website

☐ Santos monthly project update newsletter

☐ Other (please provide details):

2

Please indicate to what extent the information provided today met your expectations on the scale of 1 to 5 below:

1

2

3

4

5

Did not meet expectations

Met expectations

Exceeded expectations

3

Based on the description of the Gas field Development Project you heard today, how do you think the proposed activities will potentially benefit or impact your community?

4

Having weighed up the positives and negatives of the Gas Field Development Project, please complete the sentences below; only complete those that are relevant to you:

☐ I feel comfortable with the Project because

☐ I am undecided on how I feel about the Project because

☐ I have appreciated this Project information session because

☐ I am concerned about the Project because

Continued overleaf

Joint Maranoa Regional Consultative Committee

5

Do you know about the Joint Maranoa Regional Consultative Committee?

☐ Yes

☐ No

6

Do you know how you can get involved with the Joint Maranoa Regional Consultative Committee?

☐ Yes

☐ No

Feedback on our communication with you

7

Which of the following best describes you?

☐ Community member

☐ State Government Representative

☐ Landholder

☐ Local business owner

☐ Local Council member

☐ Community group representative

☐ Other (please provide details):

8

What would you like more information about? Please rank in order of your interest by numbering 1 (most interested) to 5 (least interested) in the boxes.

Traffic and roads

Land access protocols and landholder engagement

Water management

Social programs and initiatives related to health, housing etc

Project construction processes

Other (please provide details):

9

How would you like to be kept up to date with the Gas Field Development Project and the EIS in the future?

☐ Community information sessions

☐ Column in your local paper – please specify:

☐ Visit our Shopfront in Roma

☐ At local events (Shows, Campdrafts etc)

☐ Other (please provide details):

10

Have you seen our weekly traffic update in the below newspapers?

☐ Yes

☐ No

Do you have any other comments?

Contact details (If you wish your feedback to remain anonymous please detach this section from the feedback form and hand back separately)

Would you like one of our team members to contact you directly to further discuss the Gas Field Development Project?

☐ Yes

☐ No

Would you like to subscribe to our monthly project update newsletter? Please indicate your preferred delivery method.

☐ Yes

☐ No

☐ Email

☐ Post

If you answered yes to either of the questions above, please provide your contact details below:

Name:

Preferred contact number:

Email address:

Postal address:

State:

Postcode:

Thank you for participating

Attachment D

Accommodating our workforce

Wugoon Umo permanent camp, Fairview



The Santos GLNG Project is a pioneering venture to convert coal seam natural gas (CSG) to liquefied natural gas (LNG) for export to global markets.

It represents a major investment in a cleaner source of energy for the future. The Project involves the development of gas fields in the Bowen and Surat Basins, the construction of a 420 kilometre (km) underground gas transmission pipeline from Roma to Gladstone, and a two-train LNG processing facility on Curtis Island, off Gladstone.

During our peak construction phase in 2013, Santos GLNG will employ more than 6,500 workers. After lengthy discussions with local councils and individual stakeholders, the decision was made to accommodate the short-term workforce in temporary accommodation camps outside regional towns.

About our camps

Santos GLNG has a blend of temporary and permanent worker accommodation facilities. The majority of our camps are located on Santos GLNG-owned land. Where they are on private land, the location is determined in consultation with the landholder.

Five permanent camps have been established in the gas fields to house operational employees for the long-term (see map overleaf for locations). Collectively, they have capacity for 685 people. Our permanent camps are designed to minimise impacts on local infrastructure and services to the greatest extent possible. Most have self-managed water, sewerage and waste facilities.

In addition, our construction workforce is accommodated in 15 temporary camps – see map overleaf for locations – across the gas fields (with capacity for 3,470 people), the pipeline route (with capacity for 1,700 people), and one on Curtis Island near Gladstone (with capacity for 1,800 people). Once construction is complete, these facilities will be demobilised and the sites rehabilitated.

- An average size camp ranges from 60-120 units of accommodation (except Gladstone, which has capacity for 1,800 people).
- Camps operate 24/7.
- Operational camps are dry camps whereas construction camps have a managed alcohol service. All workers are required to show up for work with a blood alcohol level of zero.
- Camps have on-site security and a full medical service.
- Access to the camps is mainly via bus and four-wheel drive vehicles.
- Buses regularly stop in town so local businesses can benefit from the fly-in fly-out workforce. Wherever possible, supplies for the camps are sourced from local businesses.

Community consultation

Santos GLNG consulted extensively with regional communities on the best ways to accommodate our workforce to ensure minimal disruption. We listened to and considered many views. Overwhelmingly, the community favoured our strategy to house the majority of the construction workforce out of town, while integrating our long term operational workforce into the community as much as possible.

100 public consultation meetings and around 2,000 individual stakeholder briefings were held while we were developing our environmental impact statement (EIS) to discuss housing strategies including the use of temporary accommodation camps.

Regional housing investment

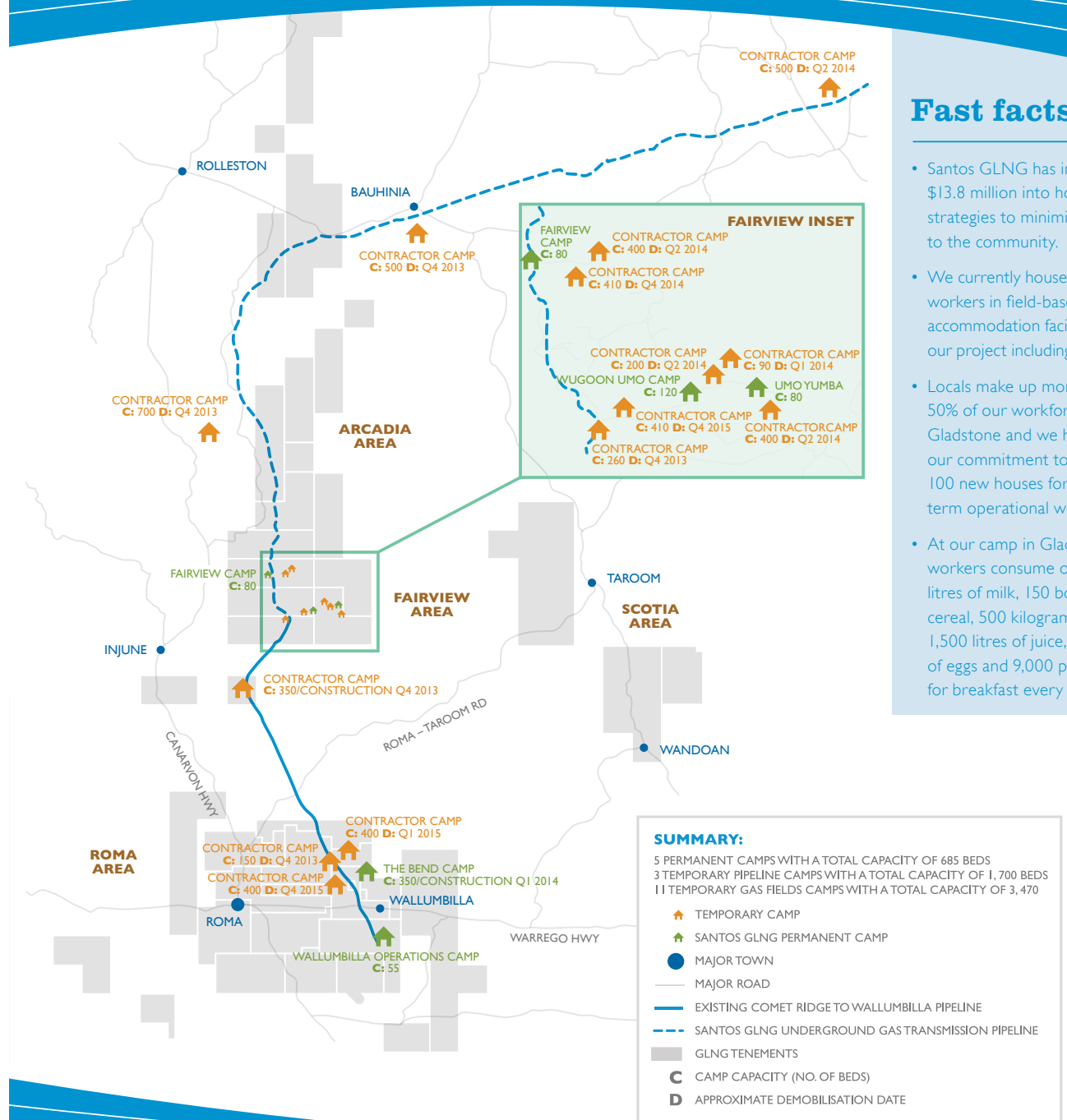
Santos GLNG is committed to sharing the benefits of our Project with the communities in which we operate. We have invested more than \$52 million into the Gladstone, Maranoa, Banana Shire and Central Highlands regions (since reaching final investment decision in January 2011). This has included significant investment in housing for both our employees and community members, such as:

- Roma rental assistance program (\$600,000)
- Roma key worker facility (\$1 million)
- Affordable housing Roma (\$4 million)
- Gladstone supported accommodation program (\$800,000)
- Affordable housing Gladstone (\$6.5 million)
- 100+ new houses for our Gladstone workforce

“We are very pleased with the amount of business we get from Santos and their subcontractors.” Quentin – owner of Injune Hardware and Injune Spar

Fast facts

- Santos GLNG has invested \$13.8 million into housing strategies to minimise impacts to the community.
- We currently house 5,500 workers in field-based worker accommodation facilities across our project including Gladstone.
- Locals make up more than 50% of our workforce in Gladstone and we have met our commitment to build over 100 new houses for our long-term operational workforce.
- At our camp in Gladstone, workers consume over 3,000 litres of milk, 150 boxes of cereal, 500 kilograms of bacon, 1,500 litres of juice, 750 cartons of eggs and 9,000 pieces of fruit for breakfast every day.



For more information

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 GPO Box 1010
 Brisbane QLD 4000

Santos GLNG Project offices

Roma shopfront
 80 McDowall Street
 Roma QLD 4455
 Open Monday to Friday

Brisbane office
 Santos Place
 Level 22, 32 Turbot Street
 Brisbane QLD 4000

Gladstone shopfront
 114 Goondoon Street
 Gladstone QLD 4680
 Open Monday to Friday

Santos GLNG Gas Field Development Project

August 2013 | Fact Sheet #1

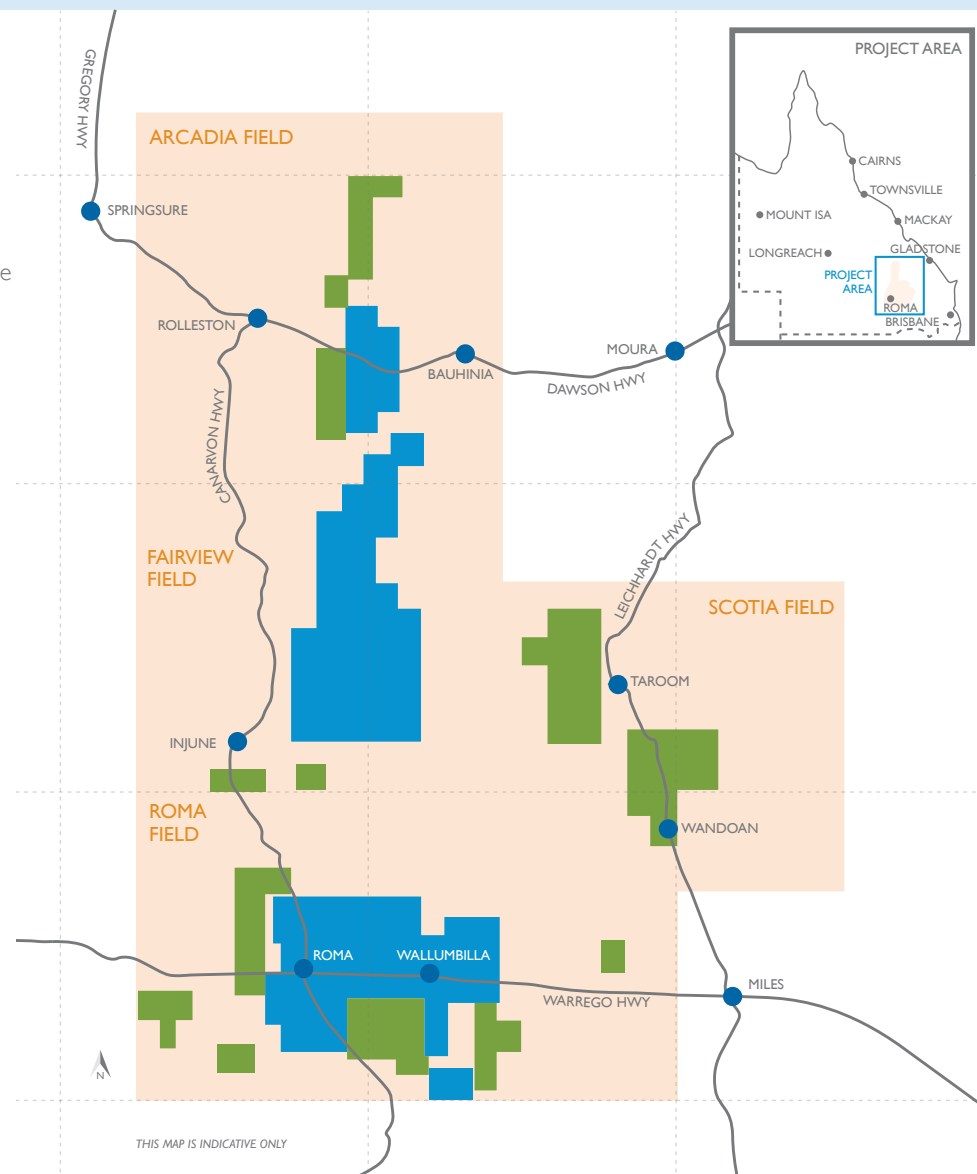
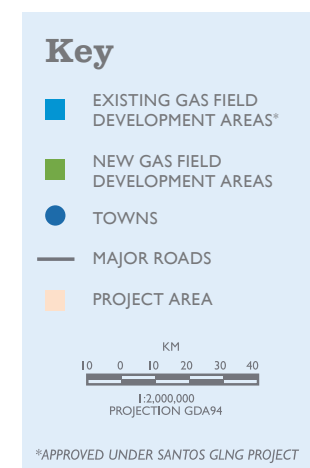
The Santos GLNG Gas Field Development Project

In 2010, Santos and its joint venture partners, received approval for the Santos GLNG project, which includes the development of 2650 wells and associated infrastructure, an LNG facility on Curtis Island near Gladstone and an underground pipeline connecting the production fields to the LNG facility. This project is currently under construction.

Santos GLNG is now planning its Gas Field Development Project (GFD Project) to secure a gas supply for the next 30 years. This Project will be a continuation of the current approved work and will involve up to 6100 production wells and gas compression and water management facilities within the existing approved areas and new surrounding tenements. The additional production wells will bring Santos GLNG in line with the number of wells approved for other major LNG projects in Queensland.

Location

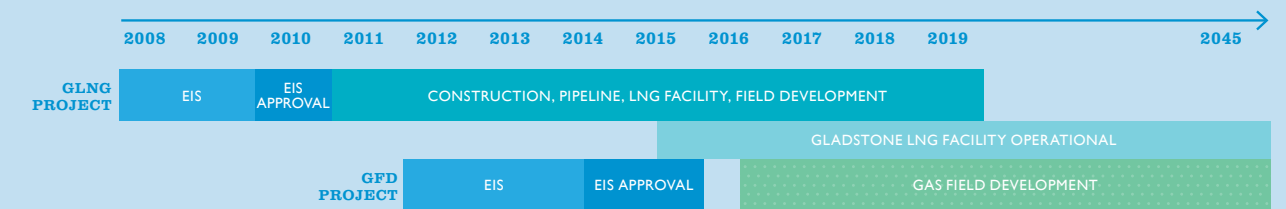
The GFD Project is located across four local government areas including Maranoa, Western Downs, Banana and Central Highlands, expanding the gas fields from approximately 6,887 km² to 11,192 km².



Project Timeline

The GFD Project will commence in 2016 and will ensure we have the right plans in place to deliver our gas supply for the life of the Santos GLNG Project.

As with all gas projects, the exact location of infrastructure will be determined progressively over the life of the GFD Project and will be influenced by the location, size and quality of the gas resources, and through consultation with landholders. Not all gas fields will be developed at the same time, and as some gas fields are expanded, others may be decommissioned and rehabilitated.



Environmental Impact Statement

Before commencing construction of the GFD Project, Santos GLNG will complete an Environmental Impact Statement (EIS). The EIS is an important step in the GFD Project planning and State and Federal Government approval process. It identifies any potential environmental, social and economic benefits and impacts. The EIS will outline management strategies to minimise potential impacts, as well as developing opportunities.

Where are we now?

The Queensland Coordinator-General has approved the EIS terms of reference (TOR) and this document can be viewed at www.dsip.qld.gov.au. Santos GLNG is now conducting studies to inform the EIS.



What's next?

Once the EIS preparation phase is complete, the Draft EIS will be available for public review and comment. Santos GLNG has two years to complete the studies. Keep an eye on our website for further details.

Maximising benefits and managing impacts

Through our existing operations, consultation and studies we have developed an understanding of potential issues and concerns associated with gas industry development in the region.

Many of our existing strategies regarding impacts to vegetation, water, roads and community infrastructure will be used to inform the EIS studies and proposed management strategies. We will also gather further community and stakeholder input on potential new issues and concerns.

Get involved

Your feedback is important to the EIS. As we continue our EIS studies we are keen to hear your views and encourage you to get involved at any stage by contacting us via the details listed below.

We will be holding information sessions in the GFD Project area throughout the second half of 2013. These sessions will provide you with the opportunity to meet the Santos GLNG Project team, find out more about the GFD Project and discuss your views. These sessions will be advertised in your local paper and on our website, www.santosglng.com

For more information

Freecall 1800 761 133
Email info@glng.com.au
Web www.santosglng.com
www.santos.com

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GPO Box 1010
Brisbane QLD 40001

Santos GLNG Project office

Roma shopfront
80 McDowall Street
Roma QLD 4455
Open Monday to Friday
8:30am – 5pm

The Santos GLNG Project acknowledges that weed management is a top priority for landholders along the pipeline corridor; and has developed a number of strategies to minimise the potential spread of weeds as work is undertaken to build the 420km gas transmission pipeline.

Weed management strategies

The Santos GLNG Project has assessed various mitigation methods to prevent the spread of weeds and the introduction of new weeds to the project area. A number of strategies will be used during the construction of the pipeline, including establishing weed management zones, vehicle and equipment wash-down procedures, weed spraying, vehicle inspection and monitoring, and post-construction weed monitoring. The Santos GLNG Project is working with landholders to assess individual properties and ensure its activities will not facilitate the transfer of weeds.



What weeds have been identified?

Since 2009, regular surveys have been carried out along the pipeline corridor to identify weed species of concern. These surveys have acknowledged that *Parthenium Hysteroophorus* (Parthenium), *Sporobolus Pyramidalis* (Giant Rats Tail Grass) and *Eragrostis Curvula* (African Love Grass) are threats to farmland in the region.

What are weed management zones?

The construction area will be divided into different zones to prevent the movement of vehicles from areas that already contain various weed species to areas that are considered 'clean' or do not possess these weeds.

What is a vehicle wash-down?

Before travelling between zones, project vehicles and equipment will be thoroughly washed down to remove any organic matter and materials that may lead to the introduction or spread of weed species. Wash-down facilities will be installed at various locations throughout the project area, including: at each construction camp, at the boundaries of each weed zone, and at major access points to the construction area. Mobile wash-down facilities will be constructed as required. Each active wash-down facility will be permanently staffed by an experienced and certified inspector.

How will weed spraying be managed?

Weed spraying will be undertaken in identified affected areas prior to any the Santos GLNG Project construction work. The aim is to remove the weeds to prevent potential spread during construction works. We will consult all relevant landholders prior to any weed spraying, and spraying of weed infestations will only be conducted by licensed contractors approved by the Santos GLNG Project. Significant weed infestation areas will be monitored after treatment and repeat treatment undertaken as required.

What post-construction weed monitoring will be undertaken?

After the pipeline has been constructed, the Santos GLNG Project will continue to monitor the pipeline corridor to ensure its weed management strategy has been effective.

Where can I find out more information?

Your local Santos GLNG Project landholder adviser can provide more information about the Project's weed strategies (see contact details below). Alternatively, to find out more about weed management, you can visit the Queensland Government's website <http://www.derm.qld.gov.au/propertyplanning/weeds>

For more information

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Open Monday to Friday
8.30am to 5.00pm

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Santos GLNG is a pioneering joint venture converting coal seam gas (CSG) to liquefied natural gas (LNG) for export to global markets. The venture involves the development of gas fields in the Bowen and Surat Basins, the construction of a 420km underground gas transmission pipeline from Roma to Gladstone, and a two-train LNG processing facility on Curtis Island near Gladstone. Santos GLNG is led by Santos in partnership with three of the world's largest energy companies: PETRONAS, Total and KOGAS.

Santos GLNG is committed to maximising opportunities for local businesses to be involved in the Project. To date, Santos GLNG has spent around \$9 billion with Australian businesses.

Local Contracts

Toowoomba-based Easternwell is one of the region's success stories. As an integrated energy and mining services provider, they specialise in well servicing, drilling and camp management. Continuing our long-standing relationship with the company, we awarded Easternwell a \$20.8 million contract to provide facility management services at our camps across the Surat Basin.



Buying local

Santos GLNG is committed to providing full, fair and reasonable opportunities to capable local businesses to participate in the industry. Santos GLNG follows the Code of Practice for Local Content which is an initiative of the Queensland Resources Council. It is a voluntary code to help companies engage with local industry. The successful implementation of the code endeavours to boost employment, business growth and the long term sustainability of local economies.

Working safely

Santos GLNG is serious about working safely and minimising harm to the environment. All contractors engaged by Santos GLNG must comply with the company's Environment, Health and Safety Management System.

Registering your interest

If you believe you offer products or services that Santos GLNG may require, and your aspirations and business values align with ours, you are welcome to register your interest as a potential supplier.

The ‘Santos Supplier Prequalification System’ (SSPS) aims to make the process of supplying to Santos GLNG easier.

The use of the SSPS will enable Santos GLNG, as the buyer of goods and services, to standardise and streamline the way we engage with suppliers in different locations, efficiently and effectively prequalify suppliers and share that information across the Santos group of companies. This will reduce the cost, time and effort involved in doing business for both Santos and suppliers.

For more information, visit: santosglng.com/work-with-us/business-opportunities

How to become a prequalified supplier

Prequalification is the initial step in the sourcing process designed to identify and assess a supplier's capabilities, qualifications and experience. The qualification process is a three stage process consisting of:

- **Stage 1 – Registration:** Registration of the goods and services a supplier is offering
- **Stage 2 – Verification:** Provision of information on the goods and services a supplier is offering
- **Stage 3 – Qualification Audit:** Audit based on the risk of the service being offered for medium and high risk activities.

If you have any questions about the Santos Supplier Prequalification System, please e-mail santos@achilles.com. Alternatively you can contact Achilles (SSPS service provider) on +61 (0)7 3245 1744.



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GLNG is a Santos PETRONAS Total KOGAS project.



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Attachment E

In the meantime, if you have any questions about Santos GLNG's current or proposed projects, please do not hesitate to contact us either in person at the Roma Shopfront (80 McDowall Street), or free call 1800 761 113 or email us at info@glng.com.au. Please see below for our opening hours over the Christmas period.

Regards



John Phalen
Manager Social Performance
Santos GLNG Project

Please note - Santos GLNG's shopfronts will be closed from 5.00pm Friday 21st December 2012, and reopen Wednesday 2nd January 2013.

Dear Community Member,

Re: Santos GLNG Gas Field Development Project

Santos GLNG is developing its coal seam natural gas (CSG) to liquefied natural gas (LNG) project in Queensland and I am writing to update you on our project and proposed future work.

The Santos GLNG project involves the development of gas fields in the Bowen and Surat Basins, the construction of an underground gas transmission pipeline from the gas fields to Gladstone and a LNG processing facility on Curtis Island. The project Environmental Impact Statement (EIS) was approved in 2010 and the gas fields around Arcadia, Fairview and Roma are currently being developed.

Earlier this year, we submitted a proposal to develop additional gas field areas known as the 'Future Gas Supply Area Project'. Santos GLNG engaged with residents and interested parties through letters and a series of engagement sessions on the Terms of Reference (TOR) for this proposal. One of the key points of feedback received during these sessions was concern about continuous approval assessments and consultation fatigue.

As a result, and in order to avoid ongoing EIS processes and to bring our project in line with the other two CSG to LNG proponents, Santos GLNG is now seeking approval for not just the proposed activities in the Future Gas Supply Area but also additional activities in areas of current operation in one integrated project called the Santos GLNG Gas Field Development Project. Please find a map and fact sheet on the revised project enclosed.

The additional activities and infrastructure proposed in our existing areas of operation, like the Arcadia, Roma and Fairview, are expected to be largely the same as those currently under implementation for the Santos GLNG project.

On Friday 17 November 2012, the Queensland Coordinator General declared the Gas Field Development Project to be a 'significant project' under the *State Development and Public Works Organisation Act 1971*. The draft TORs for the EIS is now open for public comment until the 4th of February 2013. More information on the Project and how to make a submission can be found at: www.dsdip.qld.gov.au. All comments previously submitted for the Future Gas Supply Area TORs will be applied to the new project.

As always, we will continue to engage with the community during the approval process. We currently anticipate community information sessions will be held in the first half of 2013. Details will be published in your local newspaper, on our website (www.glng.com.au) and emailed to registered community members closer to the date. We encourage you to attend the session most convenient for you.

Attachment F



Keeping you informed

Santos GLNG Gas Field Development Project Environmental Impact Statement (EIS) Update

Santos GLNG have submitted a proposal to further develop our CSG fields in the Surat and Bowen basins to support the approved Santos GLNG Project.

The Terms of Reference were finalised by the Queensland Coordinator-General on the 28 March 2013 and can be viewed on the Department of State Development, Infrastructure and Planning website.

We are now working on our draft EIS and there will be community information sessions to discuss the project later this year.

For more information about the project and the EIS process please visit:
www.dsdiq.gov.au/assessments and approvals

**If you have any questions, please don't hesitate to contact
us on info@glng.com, santosglng.com or 1800 761 113**