COMMUNITY AND STAKEHOLDER ENGAGEMENT PLAN

ENVIRONMENTAL IMPACT STATEMENT
Boral Gold Coast Quarry: Community and Stakeholder Engagement Plan (EIS advertising phase and beyond)

APRIL 2013
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1 OVERVIEW

This Community and Stakeholder Engagement Plan (EIS advertising phase and beyond) is to be read in conjunction with, and extends from, the original Community and Stakeholder Engagement Plan lodged with Boral’s Initial Advice Statement in December 2009, and which was updated following Coordinated Project declaration in November 2010.

1.1 COMMUNITY AND STAKEHOLDER ENGAGEMENT STRUCTURE

From the outset, the Plan has been based on a four-stage approach:

• Stage 1: Active support for the draft Terms of Reference advertising phase
• Stage 2: EIS research and preparation, including technical investigations and community consultation
• Stage 3: Active support for the EIS public comment phase, and finalisation of the EIS
• Stage 4: Post EIS stakeholder follow-up

Community and stakeholder engagement activities for Stage 1 and Stage 2 have been completed:

• A (original) Community and Stakeholder Engagement Strategy was developed and implemented for the Initial Advice Statement, Terms of Reference advertising and EIS studies phases of the project and is included as an appendix to the Community and Stakeholder Engagement Report lodged with the EIS

• A Community Information Day report was published in November 2010 to report on Boral’s initial activity to promote the advertising of the draft Terms of Reference and is included as an appendix to the Community and Stakeholder Engagement Report lodged with the EIS

• A detailed Community and Stakeholder Engagement Report has been tabled as part of the EIS documentation, which reports on all engagement activity from late 2010 until mid-December 2012

This new Community and Stakeholder Engagement Plan references Stage 3 and Stage 4 activities.

This Plan maintains the intent of the original Community and Stakeholder Engagement Strategy that EIS consultation will engage stakeholders in informed discussion about what the project may mean to the local area and the region. This will require the provision of information about the project design and potential impacts, and the establishment of a number of opportunities and avenues for stakeholders to receive information and ask questions.

1.2 TERMS OF REFERENCE REQUIREMENTS

The final Terms of Reference published by the Coordinator-General in July 2011 set down criteria for community and stakeholder engagement activities, including social impact assessments. The responses to the Terms of Reference are summarised in Table 1.
<table>
<thead>
<tr>
<th>TOR Requirement</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Part A Section 6 Stakeholder consultation</strong></td>
<td></td>
</tr>
<tr>
<td>Undertake a comprehensive and inclusive consultation plan with the stakeholders identified in Part A, section 4.</td>
<td>Completed. Refer to Three Plus Community and Stakeholder Engagement Report lodged with EIS.</td>
</tr>
<tr>
<td>Consultation with advisory agencies should be the principal forum for identifying legislation, regulations, policies and guidelines relevant to the project and EIS process.</td>
<td>Completed. Refer to CardnoHRP report lodged with EIS.</td>
</tr>
<tr>
<td>Consultation plan should identify broad issues of concern to local and regional community and interest groups.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stages 3 and 4: issues identified in the Community and Stakeholder Engagement Report will be reference by this Plan.</td>
</tr>
<tr>
<td>Address issues from project planning ...</td>
<td>Completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. For EIS advertising phase, refer to s.2.1 - 2.4 of this Plan.</td>
</tr>
<tr>
<td>Address issues ... through commencement</td>
<td>Refer to s.2.5 of this Plan.</td>
</tr>
<tr>
<td>Address issues ... through ... (to) project operations</td>
<td>Refer to s.2.6 of this Plan.</td>
</tr>
<tr>
<td>Address issues ... through ... (to) decommissioning</td>
<td>Refer to s.2.7 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should identify: the types of consultation and communication activities to be undertaken.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stages 3 and 4: see s.2.2 – 2.7, s.3 and s.4 of this Plan.</td>
</tr>
<tr>
<td>TOR Requirement</td>
<td>Response</td>
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<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The consultation plan should identify: timing of activities.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stages 3 and 4: see s.4 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should identify: how it will target the stakeholder/community representatives.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stages 3 and 4: see s.2.2 – 2.7, s.3 and s.4 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should identify: integration with other EIS activities and the project development process.</td>
<td>Stages 1 and 2 completed. Refer to the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stage 3: see s.2.1.1 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should identify: consultation responsibilities.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan. Stages 3 and 4: see s.2.2 – 2.7 and s.4 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should identify: communication protocols.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stages 3 and 4: see s.2.2 – 2.7 and Appendix 1 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should identify: reporting and feedback arrangements.</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stages 3 and 4: see s.2.1.1 and Appendix 1 of this Plan.</td>
</tr>
<tr>
<td>The consultation plan should detail how results of consultation will be considered by the proponent and integrated into the EIS process.</td>
<td>Stages 1 and 2 completed. Refer to the Three Plus Community and Stakeholder Engagement Report lodged with EIS. Stage 3: see s.2.1.1 of this Plan.</td>
</tr>
<tr>
<td>TOR Requirement</td>
<td>Response</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **Part B s.1.7** Public consultation process        | Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS.  
|                                                      | Stages 3 and 4: see s.2.2 of this Plan.                                                                                                                                                  |
| The public consultation process should provide      |                                                                                                                                                                                         |
| opportunities for community involvement and education.|                                                                                                                                                                                         |
| (The public consultation process) ... may include   | Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS.  
| interviews with individuals, stakeholders, public   | Stages 3 and 4: see s.2.2 – 2.7, s.3 and s.4 of this Plan.                                                                                                                          |
| communication activities, interest group meetings,  |                                                                                                                                                                                         |
| production of regular summary information and       |                                                                                                                                                                                         |
| updates (ie newsletters), and other consultation    |                                                                                                                                                                                         |
| mechanisms to encourage and facilitate active       |                                                                                                                                                                                         |
| public consultation.                                |                                                                                                                                                                                         |
| The public consultation processes (community        | Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS.  
| engagement) for all parts of the EIS should be      | Stages 3: see s.2.1.1 of this Plan.                                                                                                                                                     |
| integrated.                                         |                                                                                                                                                                                         |
| Outline the methodology adopted to: identify        | Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS.  
<p>| the stakeholders, including sensitive receptors and | Also refer to the Social Impact Assessment report lodged with the EIS.                                                                                                                  |
| explain how their involvement was facilitated.      | Stages 3 and 4: see s.2.2.4 of this Plan.                                                                                                                                               |
| Outline the methodology adopted to: identify the    |                                                                                                                                                                                         |
| processes conducted to date and the future          |                                                                                                                                                                                         |
| consultation strategies and programs, including     |                                                                                                                                                                                         |
| those during the operational phase of the project.  |                                                                                                                                                                                         |</p>
<table>
<thead>
<tr>
<th>TOR Requirement</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicate how consultation involvement and outcomes were integrated into the EIS</td>
<td>Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS.</td>
</tr>
<tr>
<td>process and future site activities, including opportunities for engagement and provision for feedback and action if necessary.</td>
<td>Stages 3 and 4: see s.2.1.1 and s.2.2 – 2.7 of this Plan.</td>
</tr>
<tr>
<td>Provide a list of the stakeholders consulted during the program and details of any meetings held, presentations made and any other consultation undertaken for the EIS process.</td>
<td>Completed. Refer to the Three Plus Community and Stakeholder Engagement Report lodged with the EIS.</td>
</tr>
<tr>
<td>Provide information about the consultation process that has taken place and the results.</td>
<td>Completed. Refer to the Three Plus Community and Stakeholder Engagement Report lodged with the EIS.</td>
</tr>
</tbody>
</table>
| **Part B s.5.1.2**  
Community engagement                                                                                               |                                                                                                                                                                                                                   |
<p>| Consistent with national and international good practice and with regard to local and regional strategies for community engagement, the proponent should engage at the earliest practical stage with likely affected parties to discuss and explain the project, and to identify and respond to issues and concerns regarding social impacts. | Completed. Refer to the Three Plus Community and Stakeholder Engagement Report lodged with the EIS.                                                                                                   |
| Detail the community engagement processes to be used to conduct open and transparent dialogue with stakeholders. Such processes should include, but not be limited to, the use of community reference group forums. | Stages 1 and 2 completed. Refer to original Community and Stakeholder Engagement Plan and the Three Plus Community and Stakeholder Engagement Report lodged with EIS.  |
| Include the project’s planning and design stages and future operations including affected local and state authorities. | Refer to s.2.2 – 2.7 of this Plan.                                                                                                                                                                           |</p>
<table>
<thead>
<tr>
<th>TOR Requirement</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement processes will involve consideration of social and cultural factors, customs and values, and relevant consideration of linkages between environmental, economic, and social impact issues.</td>
<td>Completed. Refer to the Social Impact Assessment report lodged with the EIS.</td>
</tr>
<tr>
<td>Discuss engagement strategies and processes for the operational phase, including how complaint resolution will be addressed.</td>
<td>Refer to s.2.6 and Appendix 2 of this Plan.</td>
</tr>
</tbody>
</table>
2 THE COMMUNITY AND STAKEHOLDER ENGAGEMENT PLAN

2.1 COMMUNITY AND STAKEHOLDER ENGAGEMENT OBJECTIVES

The community and stakeholder engagement objectives for the EIS were to:

- Add value to the study’s decision-making process
- Inform stakeholders about the study objectives, drivers, processes and consultation opportunities
- Provide easy and accessible ways for stakeholders to participate in the consultation process, and
- Inform the EIS project team.

The rationale driving the Community and Stakeholder Engagement Strategy was the delivery of a transparent and robust process which disclosed all relevant information to interested parties, informed the EIS process, and provided feedback to the community and stakeholders.

The outcomes from the Community and Stakeholder Engagement Strategy have been reported in the Three Plus Community and Stakeholder Engagement Report lodged with the EIS. The Strategy objectives will continue to drive the ongoing Community and Stakeholder Engagement program, through the EIS advertising phase and beyond.

2.1.1 Integration with EIS

Included in the Strategy, and to integrate the community engagement activities into the EIS process (i.e., to inform the EIS process), Three Plus:

- Published a public report on a Community Information Session held in November 2010, including a summary of issues raised by community members as well as copies of feedback forms submitted by community members (this report was available to the EIS consultants)
- Provided updates to the weekly Project Control Group meetings on community and stakeholder engagement outcomes, including stakeholder issues and comments
- Delivered two briefings to the EIS consultants, prior to the start of the EIS studies, to summarise stakeholder sentiment and highlight issues identified through the community and stakeholder engagement process
- Provided a specific set of briefings and relevant documentation on community issues and sentiment to the Social Impact Assessment consultant (ImpaxSIA) prior to the commencement of those studies
- Provided regular updates (extracts) from the Consultation Manager database to the Project Control Group to summarise the number of inquiries received, responses provided, information briefings delivered and the issues nominated by stakeholders

This process will continue through the EIS advertising phase to ensure the Project Control Group and relevant EIS consultants remain informed of community feedback/comment.

2.2 EIS ADVERTISING PHASE

During the EIS advertising phase, Boral will undertake a range of community and stakeholder engagement activities to promote the EIS documentation and encourage stakeholder feedback to the Coordinator-General.
In accordance with the TOR requirements, Boral will:

- **S.1.7 Public consultation process**
  - o ... provide opportunities for community involvement and education
  - o ... include … consultation mechanisms to encourage and facilitate active public consultation

- **S.5.1.2 Community engagement**
  - o Detail the community engagement processes to be used to conduct open and transparent dialogue with stakeholders.

### 2.2.1 Engagement Principles

To reflect the requirements of the TOR and to make best use of new technologies and processes, the community and stakeholder engagement activities during the EIS advertising phase will be based on the following principles:

1. Maximise opportunities for stakeholders to access EIS documentation
2. Minimise the complexity of accessing EIS documentation
3. Provide access to information electronically (ie accessible from “the comfort of home”)
4. Provide access to information 24/7 during the advertising period (ie accessible at any time that is most convenient to stakeholders)
5. Deliver a simple process for stakeholders to seek additional information/clarification on EIS documentation from the relevant EIS consultants
6. Guarantee the shortest possible timeframe to respond to inquiries, unless the complexity of a question and answer requires a longer response time

### 2.2.2 Engagement Methodology

In accordance with the original Community and Stakeholder Engagement Strategy, and in accordance with s.1.1 (Stage 3) of this Plan, Boral will provide “Active support for the EIS public comment phase, and finalisation of the EIS”.

This will include public advertising, media releases, a newsletter, key stakeholder briefings and multiple avenues for stakeholders to access information and ask questions. No public Information Day is proposed for the EIS advertising phase.

#### 2.2.2.1 On-line information and engagement

Community and stakeholder engagement activity during the EIS advertising phase will utilise the high level of internet access\(^\text{a}\) by residents in the project area and take advantage of new technologies and platforms.

\[^a\] The Social Impact Assessment Report for the project at s.4.6.6 states: Residents of Mudgeeraba-Reedy Creek (75.5 percent) in 2006 had significantly higher rates of internet access compared to Gold Coast LGA (65.7 percent) and Queensland (62.8 percent). Broadband was the preferred mode of internet access in all locations. High rates of internet access indicate a community that is well connected and aligns with a high socio-economic rating.

Community and stakeholder engagement activity will include:
• A new and separate project website established only for the EIS advertising phase

• The website will be hosted by Community and Stakeholder Engagement Consultant Three Plus as part of its specific role during the EIS advertising phase, ie the site will be a “Three Plus site” as opposed to a “Boral site”. This should help to address concerns expressed at the November 2010 Community Information Session that Feedback Forms provided to the community carried the Boral brand and therefore any comments provided were going to Boral and not to the independent consultant (Three Plus). Note: this was a misheld view but nevertheless warrants acknowledgement, as suggested with the website hosting

• The new and separate project website which will enable any stakeholder with access to the internet to:
  o Access all EIS documentation
  o Enter a street address to generate an individualised (to the address) EIS summary report* which lists the EIS technical studies and identifies whether or not that address sits in a potential area of interest, eg for noise, dust, vibration, traffic etc.
  o Link from the individualised EIS summary report to relevant EIS report/s for more detailed information
  o Post an online question and ask for clarification or further information – questions will be directed to the relevant EIS consultant for a timely response

• All Q&As will be managed by Three Plus and recorded in the project’s Consultation Manager database

[*Note: When a visitor types in an address, the website will determine a latitude and longitude for that address. Using this location and data contained in the EIS reports, an individualised summary will be displayed showing whether or not that property may be in an area of interest for quarry activity. The summary will cover each stage of the quarry’s multi-stage development. The website will use geographic data to determine if a given location is within an area of interest for one or more of the EIS studies, to what extent and at which stage/s of development and/or operations].

2.2.2.2 Printed materials

“Traditional” community and stakeholder engagement tools will be utilised to advise of the EIS advertising period and the avenues for accessing information, asking questions and providing comment. These are set down in the Community and Stakeholder Engagement Action Plan in s.4 and include:

• Letterbox drop to residents and registered stakeholders (see s.2.2.4)

• Newsletter to registered stakeholders

• Media release/s to local media

• Public notice/s in the Gold Coast Bulletin

• Website update/s

• Key stakeholder briefings

• Static displays with project information and key EIS findings (eg in local shopping centre/s)
2.2.3 Community Inquiries
During the EIS advertising phase, Boral will maintain its community inquiry protocol, which was developed at the start of the Community and Stakeholder Engagement program.

This protocol sets down the process for receiving, recording and responding to community inquiries in a timely manner.

The protocol is attached as Appendix 1.

2.2.4 Stakeholder Database
For direct communications, ie letterbox drop and newsletter, Three Plus will use the database of registered stakeholders captured on the project’s Consultation Manager database.

This web-based database has been in operation for the project since late 2010 and contains the names and contact details of all persons who have requested to be kept informed of project updates.

As at mid-December 2012, there were 584 stakeholders registered on the Consultation Manager database.

In addition to community and industry group stakeholders, Three Plus maintains on the database the contact details for elected officials from local, State and Federal Government whose divisions/electorates include, or are adjacent to, the proposed quarry site.

2.2.5 Community and Stakeholder Engagement Report #2
At the completion of the EIS advertising phase, a second Community and Stakeholder Engagement Report will be prepared as an addendum to the report lodged with the EIS, documenting activity and commentary during the advertising period.

2.3 POST-EIS ADVERTISING PHASE
In the period between the close of advertising for the EIS and a decision by the Coordinator General, Boral will adopt a “holding pattern” approach to community and stakeholder engagement and maintain its avenues for providing information and responding to queries. These will include:

- Updates (as required) to the (normal) project website
- Updates to Frequently Asked Questions (on the website)
- Maintenance of the project 1800 number and email address to receive queries
- Responses to queries
- Maintenance of the Consultation Manager database

No media releases nor project newsletters are proposed for this period. No stakeholder briefings are proposed for this period.

2.4 SUPPLEMENTARY EIS
Should the Coordinator-General require a supplementary EIS, a specific Community and Stakeholder Engagement Plan will be developed and implemented.
This will likely include the key elements of the overall engagement program, including:

- Letterbox drop to residents and registered stakeholders to advise of the supplementary EIS
- Newsletter to registered stakeholders
- Media release/s to local media
- Public notice/s in the Gold Coast Bulletin
- Website update/s
- Key stakeholder briefings
- Updates to Frequently Asked Questions (on the website)
- Maintenance of the project 1800 number and email address to receive queries
- Responses to queries
- Maintenance of the Consultation Manager database

2.5 PROJECT COMMENCEMENT

Should the Coordinator General recommend to the Gold Coast City Council that the project be approved, or approved with conditions, and should the Gold Coast City Council then approve the project, Boral will move into a new phase of community and stakeholder engagement.

Boral has advised in its documentation that, following project approval, preparatory works and removal of overburden (to develop the part of the site required for the plant and related infrastructure) will take approximately three to four years. Construction of the permanent plant and facilities will take a further 18 months to two years. The quarry pit area will be prepared during this final two years of site establishment, development and construction. During this period, Boral will seek to establish an ongoing community and stakeholder engagement framework in accordance with its Changing Perceptions strategy.

Boral's Changing Perceptions strategy provides a holistic approach to conducting sustainable business. Boral was a finalist in the 2007 and 2008 EPA Sustainable Industries Awards for this sustainable approach to its Queensland operations (Corporate Sustainability and Community Partnership categories).

Boral has advised it is committed to pursuing industry specific best practice in environmental performance and being an industry leader in community and sustainability issues.

2.5.1 Gold Coast Quarry Community Liaison Group

Boral has advised it is committed to open, constructive engagement with communities surrounding its operations. Its published community engagement objectives are driven by a commitment to:

- Add value to the project’s decision-making process
- Inform stakeholders about project objectives, drivers, processes and consultation opportunities
- Provide easy and accessible ways for stakeholders to participate in the consultation process, and
- Inform the project team
On multiple sites across Queensland, Boral has established and maintains Community Liaison Groups which provide avenues for regular and direct interaction with quarry neighbours. In Queensland since 2007:

- 8 Community Liaison Groups are active at Boral quarries
- 125 individual Community Liaison Group meetings were held, involving 140 stakeholders
- 7 community engagement projects are active at Boral quarries
- 31 community engagement events were held throughout Queensland
- More than 1700 community members attended community meetings

Subject to project approval, Boral will seek to establish a Gold Coast Quarry Community Liaison Group.

2.5.2 Community Liaison Group Model

The Boral model for establishing and maintaining its community liaison groups will be implemented for the proposed Gold Coast Quarry Community Liaison Group.

Boral has confirmed it recognises the importance of stakeholder engagement to the sustainable development of its business and the role that community liaison groups play as vehicles for two-way communication between all stakeholders.

Boral has identified the key benefits of community liaison groups as:

- Facilitating open communication - creating a forum for discussion and exchange of information on topics related to a Boral quarry and its neighbours
- Creating a forum to raise issues - acting as a “structured” communication link between Boral, the community and other stakeholders
- Providing an opportunity to influence operations - assisting in identifying and addressing local issues and concerns relating to a Boral quarry and its neighbours
- Providing an effective vehicle to communicate important information regarding Boral quarry operations, and
- Identifying opportunities to partner with Boral on community projects - building relationships between Boral, the community and stakeholders to achieve mutually beneficial outcomes

2.5.2.1 Establishment

Once the need for a liaison group has been established, Boral undertakes a stakeholder profiling procedure and prepares a Stakeholder Engagement Plan.

Upon signoff, invitations are issued to stakeholders such as neighbours (closest receptors), representatives of community groups, regulators such as the Department of Environment and Heritage Protection, Councillors and government representatives.

Meetings are generally held every three months in community halls closest to the quarry and its neighbours. Ad hoc meetings can be arranged if required.

An example of an establishment meeting agenda includes:

- Introduction
  - Around the table
  - Boral Construction Materials Qld & NT
- History and overview of the quarry
• Boral’s environmental objectives
• Community projects and recognition
• Overview of past experience with community liaison groups
• Explain the role of the liaison group
• Establish procedures/rules of the liaison group
• Determine where, when and frequency of meetings to suit members

Discussion includes arrangements for future meetings, including:
• Would you like to attend future meetings?
• Who should attend? Nominate representatives.
• Where will meetings be held?
• When should meetings be held?
• How often should meetings be held (schedule next meeting)?

2.5.2.2 Operations
Meeting rules and procedures are confirmed at the establishment meeting:
• Start and finish on time
• All to participate and contribute – everyone is given the opportunity to voice their opinions
• Actively listen to what others have to say, seeking first to understand, then to be understood
• Follow up on assigned actions and complete them on time
• Give and receive open and honest feedback in a constructive manner
• Review previous meetings and ensure items have been addresses or actioned

At least two Boral representatives generally attend every community liaison group meeting, including the Regional Manager - Boral Property Group Qld & NT and the Stakeholder Manager.

Meeting minutes are taken and distributed by Boral.

2.5.3 Community Inquiries
During the commencement phase (establishment, development and construction), Boral will maintain its community inquiry protocol, which was developed at the start of the Community and Stakeholder Engagement program.

This protocol sets down the process for receiving, recording and responding to community inquiries in a timely manner.

The protocol is attached as Appendix 1.

2.5.4 Complaints Handling Procedures
During the commencement phase (establishment, development and construction), and in accordance with Boral’s Environmental Incidents and Community Complaints Reporting Protocol, a complaints handling procedure will be implemented for the Gold Coast Quarry.

The Environmental Incidents and Community Complaints Reporting Protocol is attached as Appendix 2.
2.6 OPERATIONAL PHASE

Boral has advised it is documentation that the Gold Coast Quarry will have an operational life of at least 40 years (at an extraction rate of two million tonnes per annum).

During the quarry’s operational phase, Boral will maintain three key avenues for community engagement as outlined in s.2.5.3, s.2.5.4 and s.2.5.5 above:

- Gold Coast Quarry Community Liaison Group
- Community inquiry protocols; and
- Complaints handling procedure

2.7 DECOMMISSIONING PHASE

Boral has advised in its documentation that the Gold Coast Quarry will have an operational life of at least 40 years (at an extraction rate of two million tonnes per annum).

In responses provided to stakeholders and government during the EIS phase, Boral advised that it was not possible at this time to determine the best and highest use for the site in 50 years, but that the surrounding land uses would influence the end-use for the site.

During the decommissioning phase, it is proposed that Boral will maintain three key avenues for community engagement as outlined in s.2.5.3, s.2.5.4 and s.2.5.5 above:

- Gold Coast Quarry Community Liaison Group
- Community inquiry protocols; and
- Complaints handling procedure
3 CONSULTATION TOOLS AND TECHNIQUES

The following communications and consultation tools will be employed to support the community and stakeholder engagement activities set out in this Plan:

- On-line access to EIS reports
- On-line Q&A facility
- EIS-specific website
- (Normal) website
- Individualised property reports (on-line)
- Briefings for key stakeholders
- Static display (shopping centre) containing EIS and project data
- Inquiry protocols
- Community Liaison Group
- Database management
- Feedback mechanisms, eg project 1800 number, email and postal address
- Newsletters
- Media advertising
- Media releases
## COMMUNITY AND STAKEHOLDER ENGAGEMENT ACTION PLAN

This Community and Stakeholder Engagement Action Plan commences at the time of lodgement of the EIS and extends through to the decommissioning phase.

<table>
<thead>
<tr>
<th><strong>ACTIVITY</strong></th>
<th><strong>PURPOSE</strong></th>
<th><strong>TIMING</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>EIS lodged</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Media release to advise EIS completed</td>
<td>Boral to promote lodgement of EIS and advise of community feedback avenues.</td>
<td>On the day EIS advertising starts</td>
</tr>
<tr>
<td>Launch new project website</td>
<td>Provide an EIS specific website for the community to access information on the EIS, secure individualised reports on project impacts and ask questions of EIS consultants.</td>
<td>For the duration of the advertising period</td>
</tr>
<tr>
<td>Suspend general project website</td>
<td>Direct all on-line traffic to new EIS-specific website.</td>
<td>From the day EIS advertising starts</td>
</tr>
<tr>
<td>Key stakeholder briefings</td>
<td>Advise of EIS lodgement, encourage comment/feedback to COG on the EIS and promote the EIS specific website.</td>
<td>Weeks 1 and 2 of EIS advertising period</td>
</tr>
<tr>
<td>Letterbox drop</td>
<td>Advise of EIS lodgement, encourage comment/feedback to COG on the EIS and promote the EIS specific website.</td>
<td>Week 1 of EIS advertising period</td>
</tr>
<tr>
<td>Public notice/media advertising</td>
<td>Advise of EIS lodgement, encourage comment/feedback to COG on the EIS and promote the EIS specific website.</td>
<td>Week 1 of EIS advertising period (and/or in accordance with any COG requirements)</td>
</tr>
<tr>
<td>Newsletter #6</td>
<td>Advise of EIS lodgement, summarise key findings, encourage comment/feedback to COG on the EIS and promote the EIS specific website.</td>
<td>At start of EIS advertising period</td>
</tr>
<tr>
<td>Shopping centre static display (eg cnr Old Coach Road and Kingsmore Boulevard)</td>
<td>Install project posters with EIS summaries, encourage comment/feedback to COG on the EIS and promote the EIS specific website.</td>
<td>For the duration of EIS advertising period</td>
</tr>
<tr>
<td>Monitor project 1800 number and email and postal addresses</td>
<td>Receive and respond to community inquires, as required.</td>
<td>For the duration of EIS advertising period</td>
</tr>
<tr>
<td>ACTIVITY</td>
<td>PURPOSE</td>
<td>TIMING</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Maintain Consultation Manager database</td>
<td>Record queries and responses and ensure stakeholder database is up to date at all times.</td>
<td>For the duration of EIS advertising period</td>
</tr>
<tr>
<td>Close EIS-specific website</td>
<td>Website was specifically for EIS advertising phase.</td>
<td>COB on final day of EIS advertising</td>
</tr>
<tr>
<td>Reopen original project website</td>
<td>Ensure all web materials are up to date and that out of date/historical data is removed.</td>
<td>COB on final day of EIS advertising</td>
</tr>
<tr>
<td>Supplementary C&amp;SE Report</td>
<td>Document EIS advertising period stakeholder briefings and community engagement activities to provide to COG.</td>
<td>First week after close of EIS advertising period</td>
</tr>
<tr>
<td><strong>Post-EIS advertising phase</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Update project website</td>
<td>Ensure project website is up to date at all times (note: limited “new” information likely during this period).</td>
<td>For the duration of EIS decision-making period</td>
</tr>
<tr>
<td>Update FAQs on website</td>
<td>Ensure FAQs reflect project status and decision-making phase and direct most queries to EIS reports.</td>
<td>For the duration of EIS decision-making period</td>
</tr>
<tr>
<td>Monitor project 1800 number and email and postal addresses</td>
<td>Receive and respond to community inquires, as required.</td>
<td>For the duration of EIS decision-making period</td>
</tr>
<tr>
<td>Maintain Consultation Manager database</td>
<td>Record queries and responses and ensure stakeholder database is up to date at all times.</td>
<td>For the duration of EIS decision-making period</td>
</tr>
<tr>
<td><strong>Supplementary EIS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Engagement Program to be developed, if required</td>
<td>If a supplementary EIS is required, a specific engagement program will be implemented.</td>
<td>If required by COG</td>
</tr>
<tr>
<td><strong>Project Commencement Phase</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Establish Gold Coast Quarry Community Liaison Group</td>
<td>To reflect Boral’s approach to ongoing engagement and good neighbour policies, seek to establish a new Community Liaison Group, as per Boral protocols.</td>
<td>During project establishment phase (ie likely when site works commence)</td>
</tr>
</tbody>
</table>
# Community and Stakeholder Engagement Action Plan

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PURPOSE</th>
<th>TIMING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain community inquiry</td>
<td>Maintain avenues for receiving and responding to community inquiries, as per established protocols.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>protocols</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement complaints handling</td>
<td>Institute the Boral Environmental Incidents and Community Complaints Reporting Protocol program for active sites to ensure community has documented process for raising issues and receiving responses.</td>
<td>Ongoing</td>
</tr>
<tr>
<td>procedure</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Decommissioning Phase

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PURPOSE</th>
<th>TIMING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain Gold Coast Quarry Community</td>
<td>Engage with the Community Liaison Group during determination period for post-quarrying uses for the site.</td>
<td>Within final year or two of quarry operations</td>
</tr>
<tr>
<td>Quarry Community Liaison Group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintain community inquiry protocols</td>
<td>Maintain avenues for receiving and responding to community inquiries, as per established protocols.</td>
<td>Until quarrying activities cease and site is decommissioned</td>
</tr>
<tr>
<td>Maintain complaints handling procedure</td>
<td>Maintain the Boral Environmental Incidents and Community Complaints Reporting Protocol (or similar) to ensure community has documented process for raising issues and receiving responses.</td>
<td>Until quarrying activities cease and site is decommissioned</td>
</tr>
</tbody>
</table>
Appendix 1

Community Inquiry Protocol
Community Inquiry Protocol
for the Gold Coast Quarry Project

2012

History of the Gold Coast Quarry Project:
Boral Resources (Qld) Pty Limited is seeking to establish a new extractive industry operation on a Greenfield site near Reedy Creek on the Gold Coast. The development will involve a significant investment by Boral and is a unique opportunity to secure an appropriate replacement for Boral’s existing West Burleigh Quarry. The 220ha site is surrounded by land covered in part by bushland, with a mix of residential & open space zonings. The density of population in close proximity to the site varies, being surrounded by residential development, although the site has the benefit of substantial vegetated buffers and favourable topographic screening contained within Boral’s landholding.

Purpose of the Gold Coast Quarry Project Community Inquiry Protocol:
The Coordinator-General declared the Gold Coast Quarry a ‘Significant Project’ in November 2010. Boral has commenced a range of community and stakeholder engagement activities which will promote and encourage community comment/feedback. Boral will be required to document inquiries and responses as part of its reporting to the Queensland Government. To ensure all queries and responses are captured on the project database management system, a strict protocol for community inquiries is required.

Inquiry options for community members:
• Project 1800 109 401 (directed to xxxx of Three Plus on 07 3503 5700)
• Project email address goldcoastquarry@boral.com.au automatically directed to: xxxx@threeplus.com.au
• Project written enquiries to be forwarded to: Boral Gold Coast Quarry, c/- Three Plus, PO Box 5820, West End, Qld 4101

Inquiry protocol:
• Any inquiry received by Boral personnel or a Gold Coast Quarry project team member must be referred to xxxx on 07 3503 5700 or xxxx@threeplus.com.au;
• All inquiries will be recorded by Three Plus in the Consultation Manager database, and must include the following information:
  o the date and time of receiving the call/email/letter
  o stakeholder name and contact details
  o issues/feedback/inquiry
• Three Plus (xxxx) will acknowledge, while taking the phone call - otherwise via email - receipt of the inquiry and confirm that a response will be provided within 2 business days
• xxxx will immediately forward the inquiry to xxxx at Three Plus
• xxxx will immediately liaise with xxxx to arrange for a response
• Depending on the nature of the query, xxxx will liaise with the relevant Boral representative and/or external project consultant to develop an agreed response
• The agreed response will be emailed to Three Plus within one business day
• Three Plus will contact the stakeholder via email (otherwise by letter) with the response within two business days from the date the inquiry was received
• The response will be recorded in the Consultation Manager database
Appendix 2

Boral Environmental Incidents & Community Complaints Reporting Protocol

I) Environmental Incident Notification

The Boral Property Team is to be informed of any environmental incidents immediately after occurrence (by telephone first with a follow up email).

All environmental incidents are recorded in the Boral system, automatically alerting Management (Area Manager, Site Manager, the General Manager, Environmental Manager and Stakeholder Manager at a minimum). The team of Occupational Health and Safety will be alerted immediately in the case of any injuries.

Upon notification of incident, the Environmental Team will conduct an investigation and check site conditions to ensure compliance; all non-compliance issues are immediately reported to the administering authority.

Actions are to be completed and closed by the assigned person allocated via the reporting system. The completion of actions is controlled by the system with timely reminders and will automatically escalate to higher level management if not completed on time.

II) Community Complaints

The Boral Property Team is to be informed of any community complaint immediately after occurrence (by telephone first with a follow up email).

All community complaints are recorded in the Boral system, automatically alerting Management (Stakeholder Manager, Site Manager and Environmental Manager at a minimum).

Upon notification of a community complaint, the Stakeholder Manager will investigate the complaint with relevant staff (eg. Logistics Team, Environmental Team).

Outcomes, proposed prevention methods, improvements, training opportunities etc. are communicated back to complainants and staff relevant to the incident.

Actions are to be completed and closed by the assigned person allocated via the reporting system. The completion of actions is controlled by the system with timely reminders and will automatically escalate to higher level management if not completed on time.