

Jervois Base Metal Project

Social Impact Management Plan

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1 Introduction

The draft Environmental Impact Statement (EIS) Social Impact Assessment (SIA) identified key opportunities from the Project as opportunities for jobs and training for local Indigenous people and Alice Springs residents and local procurement of goods and services. The key negative impacts included increased traffic on unsealed roads and impacts to water resources. The updated risk assessment conducted as part of the Supplement to the draft EIS (Appendix A1) identified a total of 45 social and economic impacts, with only three rated as high and none with extreme risk ratings.

Table 1 – Social Impact Risk Assessment Summary

Risk Levels	Initial Risk Rating	Residual Risk Rating
Very Low	3	17
Low	19	14
Medium	6	11
High	17	3
Extreme	0	0
Total	45	

The purpose of this Social Impact Management Plan (SIMP) is to guide KGLs social performance throughout the life of the Project, including mitigation of negative impacts and enhancing potential opportunities. It provides strategies for ongoing stakeholder engagement and consultation on various aspects throughout the life of the Project, including key mining and environmental aspects. Workforce health and safety management is addressed separately within the Project Health and Safety Management System.

In response to stakeholder feedback on the draft EIS, this SIMP has been adapted from the SIMP submitted with the draft EIS. In particular, it has been modified to be more user friendly for stakeholders and a to be a stand-alone document which can be accessed by stakeholders. This SIMP will be made accessible through the KGL website and the provision of hard copies to communities such as Bonya and the local pastoralists. A copy will also be made available at the site administration office and the Brisbane office of KGL.

As recommended by the NT EPA in their Assessment Report, this SIMP includes a Community and Stakeholder Engagement Plan (Appendix A2). This plan provides an avenue for stakeholders to provide feedback on the Project, outlines avenues for keeping stakeholders informed and outlines the community complaints process. Other documents supporting this SIMP include an Indigenous Employment and Training Strategy (Appendix A3) and a Local Industry Participation Plan (Appendix A4) which provide strategies to maximise local employment and training and outline processes for prioritising the procurement of local businesses.

This SIMP will be updated regularly as needed to ensure it continues to meet the objectives and targets throughout the life of the Project.

2 Background

The Project is located in the Plenty River Basin, a sparsely populated area in Central Australia's Northern Territory. The Project area is characterised by small Indigenous communities and homelands and large pastoral leases.

The Project is in the Central Desert Regional Council Local Government Area (LGA). With a total land area of 28,206,365 hectares (282,064 km²) and an estimated population of 4,208 (.idcommunity, 2018) the population density of the Central Desert Regional Council LGA is 0.00 persons per hectare or 0.00015 to be exact.

The closest significant population centre to the Project is Alice Springs, approximately 380 km by road. Alice Springs is the major service centre in the region with a regional economy that consists of a traditional pastoral industry, tourism, sporadic mining activity, Indigenous communities and transport services. Alice Springs provides substantial employment in Government services, wholesale, storage and retail, business services, accommodation and tourism services. The estimated resident population of the Alice Springs Town Council LGA is 26,534 (.idcommunity, 2018). Covering a total area of 32,834 hectares (328km²), the population density is 0.81 persons per hectare (.idcommunity, 2018).

The local economy consists mainly of pastoral activities in the form of beef cattle grazing, mining and exploration, tourism and government support services. Traditionally, government funding has been made available to support Aboriginal families and communities and this expenditure is a substantial element in the economy of the area. Local tourism is generated by the Outback Way which runs from Winton in Queensland to Laverton in Western Australia via Alice Springs. Tourism stops along the way include the Gemtree Caravan Park, Tobermorey Station, Jervois Station and Harts Range (Atitjere). The Gemtree Caravan Park business is mostly dependent on traffic using the Plenty Highway.

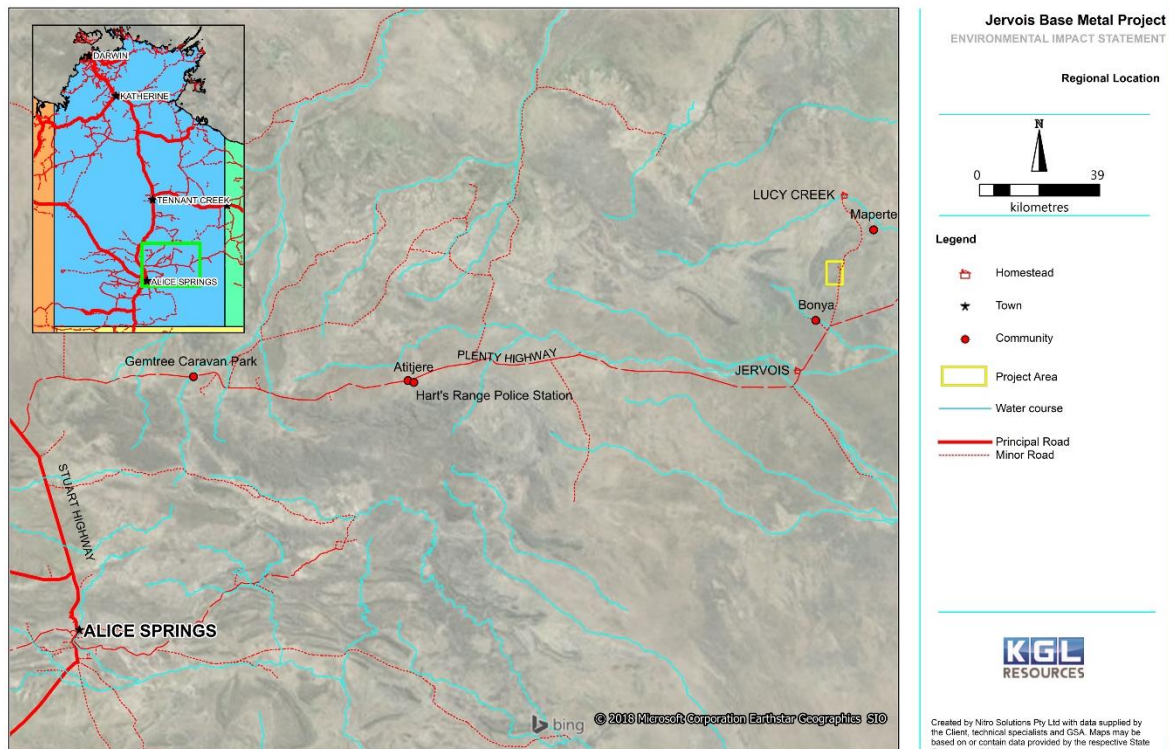


Figure 1 – Regional Location

The Project lies within an area of large pastoral leases. Lucy Creek Station to the north is a 405,522 hectare beef cattle station running about 10,000 head of beef cattle owned and operated by Fogarty Holdings Pty Ltd. The Lucy Creek homestead is about 24 km from the Project site (Figure 1) and has an airstrip which is capable of use for night landings.

The underlying property, Jervois Station is a 273,600 hectare beef cattle station owned by the Jervois Pastoral Company Pty Ltd. The Jervois Station is a regular stopover point for travellers along the Plenty Highway, consisting of local community residents and tourists driving between Alice Springs in the NT and Boulia in Western Queensland. The cattle station has an area for bush camping and ecolodges for passing travellers. Other facilities at the Jervois Station are fuel, a shop, an airstrip, public payphone, water, shower and toilet facilities.

The region is home to Eastern Arrernte people and people of the Alyawarra and Anmatyerre (Aboriginal Areas Protection Authority, 2018). Indigenous people have traditionally lived in the area and continue to do so, mainly in small communities and homelands.

There are two Aboriginal communities within 20 km of the Project as indicated in Figure 2. The Bonya Community (also known as Ortippa Thurra) is approximately 17 km to the south-west and the Maperte Community is approximately 16 km to the north-east. At the time when the social impact assessment was completed for the Project in 2018, Bonya had approximately 20 residents and the Maperte Community consisted of two unoccupied houses.

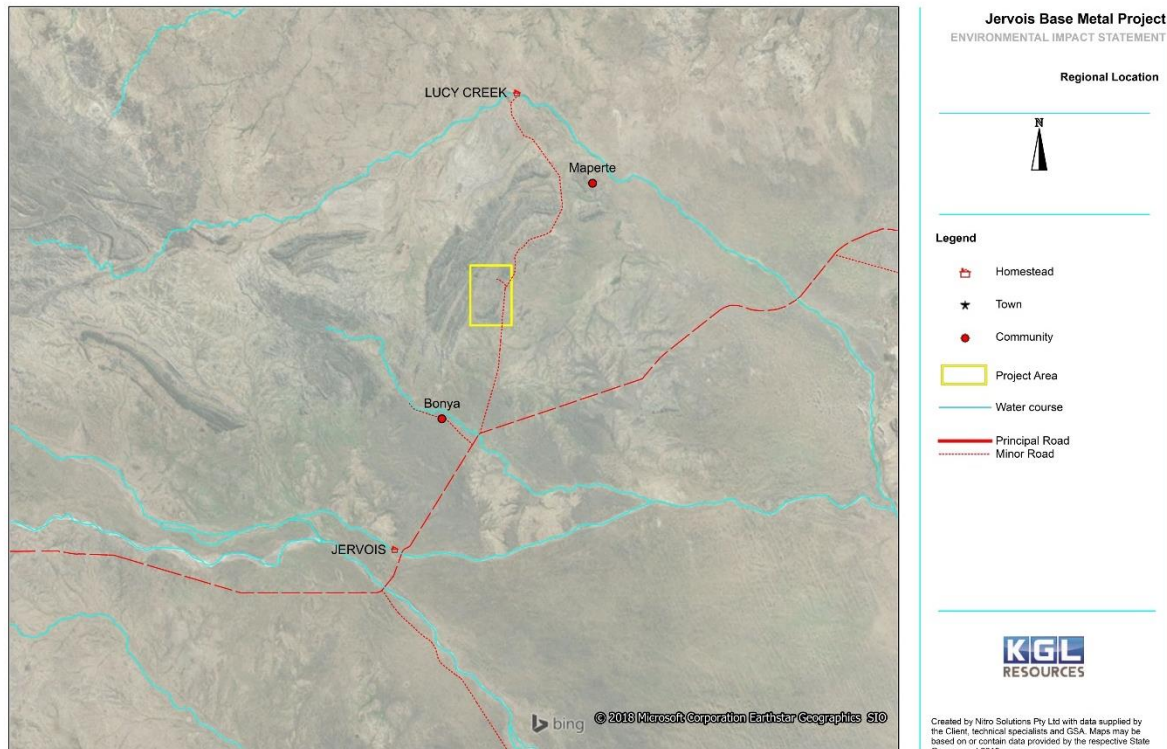


Figure 2 – Project Location

The Bonya community functions as a resource centre for surrounding smaller homelands and family outstations. There is an airstrip for day use only (no lights) and a community store that opens for three hours each morning except Sundays. There is a community school, council office, health centre and women’s centre, and government personnel visit the community on a regular basis.

Atitjere community, also known as Harts Range, is located approximately 160 km by road west of the Project. The community has basic services including a school and crèche, police station, remote health clinic, Central Land Council office, Central Desert Council office, post office agency, airstrip, a shop with fuel and takeaway food, and limited aged care and disability services. The 2016 ABS data identified a population of 224.

3 Legal and Other Obligations

Whilst there is no specific legislation governing this SIMP, the draft EIS included a Social Impact Assessment as required by the environmental impact assessment process in the NT. The NT *Environmental Assessment Act* (EA Act) defines environment as “all aspects of the surroundings of man including the physical, biological, economic, cultural and social aspects”.

The *Mining Management Act* (MM Act) defines environment as:

land, air, water, organisms and ecosystems on a mining site and includes:

- (a) the well-being of humans; and
- (b) structures made or modified by humans; and
- (c) the amenity values of the site; and
- (d) economic, cultural and social conditions.

The SIA submitted as part of the draft EIS was prepared in accordance with the NT EPA *Guidelines for the Preparation of an Economic and Social Impact Assessment*.

4 Environmental Values

As categorised by the International Association for Impact Assessment (IAIA) Principles and Guidelines, social impacts are those that impact on:

- People's way of life – how they live, work, play and interact with each other;
- Their culture, or shared beliefs, customs, values, language or dialect;
- Their political systems, or the extent to which people can participate in decisions that affect their lives;
- Their environment, including the quality of air and water, food, the level of hazard, dust and noise, physical safety and access to natural resources;
- Their health and wellbeing, which is a state of complete physical, mental, social and spiritual wellbeing and not merely the absence of disease or infirmity;
- Their personal and property rights, including a violation of their civil liberties; and
- Their fears and aspirations, including perceptions of safety, fears about the future of their community and aspirations for their future and the future of their children.

In recognition of these, the overarching social values of the Project are the stakeholders and the protection of these stakeholders in line with the IAIA categories. The 2018 SIA identified many stakeholders likely to be associated with the Project. A list of these stakeholders and their contact details are provided in Appendix A5.

Environmental values to be protected, other than those directly relating to social impacts, are detailed in their respective management plans including the:

- Biodiversity Management Plan;
- Bushfire Management Plan;
- Water Management Plan;
- Groundwater Management Plan;
- Erosion and Sediment Control Management Plan;
- Acid Mine Drainage Management Plan;
- Waste Management Plan;
- Cultural Heritage Management Plan;
- Traffic Management Plan; and
- Mine Rehabilitation and Closure Management Plan.

This SIMP is also closely aligned with the values, potential impacts and management strategies provided in the Traffic Management Plan.

5 Objectives and Targets

The environmental protection objective for the management of social impacts is to establish social sustainability through compliance with this SIMP and the implementation of additional management actions as required. The objectives of this SIMP are to:

- Recognise, respect and maintain the social values of the site and surrounds;
- Provide a description of the social values associated with the Project;

- Describe how the social values of the Project will be protected;
- Provide measures for monitoring the effectiveness of the management and mitigation strategies outlined herein; and
- Outline corrective actions to address non-compliances with this Plan.

The overall target of this SIMP is to protect Project stakeholders in line with the IAIA categories and protect the social values associated with the Project by achieving the following targets:

- No road trauma incidents involving property damage, death or injury as a result of the Project activities or traffic;
- No community complaints in relation to:
 - Project activities;
 - Project traffic;
 - tourism figures;
 - impacts to local businesses;
 - a lack of local contracts being awarded;
 - pressures on workforce availability;
 - a lack of local employment or training;
 - worker behaviour;
 - cultural or spiritual connections to country or cultural offence;
 - personal safety or wellbeing;
 - human rights breaches;
 - lack of free, prior and informed consent; or
 - water use.
- No reports of conflict within the local communities such as Bonya and Harts Range which can be attributed to Project activities;
- No increase in reports to local police regarding antisocial behaviour within the local communities of Bonya and Harts Range which can be attributed to Project activities;
- Alice Springs and Indigenous employment and training targets are achieved;
- Alice Springs and Indigenous employee retention rates are achieved;
- An increase in local Alice Springs and Indigenous people in paid employment compared to previous years;
- Targets for local contracts awarded are met;
- No adverse economic impacts to local businesses as a result of staff losses which can be attributed to Project activities;
- Short-term accommodation in Alice Springs is not inundated by the Project resulting in a lack of accommodation availability;
- Cost and availability of accommodation and airfares are not affected by inflationary pressures as a result of the Project;
- Maintenance of local tourism traffic and visitation figures;
- No incidents requiring local emergency services response which can be attributed to Project activities;
- No incidents involving self-harm involving the Project workers;
- No workplace injuries or deaths;
- No adverse impacts to local water supply which can be attributed to Project activities;

- Continual improvement of management and mitigation strategies through adaptive management strategies; and
- Avoid repeating non-compliances through the design and implementation of appropriate corrective actions.

6 Potential Impacts

Potential impacts in relation to the social environment are direct and indirect, long and short term. The high risk impact ratings identified during the SIA relate to increased potential for trauma on local roads due to traffic generated by the Project, a reduction in tourist activity in the region due to Project traffic and fears of impacts to water resources.

Overall, feedback on the Project from stakeholders has been mostly optimistic due to the positive benefits it could bring to Central Australia such as those to local businesses and people, the economy and communities in general. There is an expectation that the Project will provide local employment and work for local suppliers and services although there was some scepticism and reserved optimism about the Project proceeding due to its long history and lack of development to a stage where these benefits come to fruition.

Flow-on social opportunities resulting from the Project may include:

- Return of community members to Bonya, Harts Range and surrounds;
- Raised level of excitement in local communities, particularly Bonya and Harts Range;
- Education and upskilling of local residents, particularly in Bonya and Harts Range;
- Potential for an earlier than anticipated upgrade of the Plenty Highway to bitumen;
- Upgrading of the Lucy Creek airstrip;
- Potential for improved telecommunications in the area due to the Projects requirements;
- Local population growth; and
- Post mining infrastructure constructed with Project contributions for the development of community infrastructure at Bonya and surrounds.

In accordance with the key findings of the SIA, social impacts have been grouped into the following categories.

6.1 People and Communities

Key impacts identified by the SIA include those from Project traffic as the Plenty Highway between the Project and the Stuart Highway is mostly unsealed, an in-migration of people to local communities and the scarcity of local water availability due to the arid nature of the area and public debate regarding fracking in the NT. Key negative impacts that have been identified include:

- Increased road trauma on local roads;
- Increased dust and noise levels for nearby communities and residents due to Project traffic and borefield activities;
- Influx of Indigenous people back to communities and the resulting expectations of benefits and jobs;
- In-migration of families to Bonya or Atitjere to access jobs and benefits which may generate friction between families;
- Mobilisation of workforce and paid work resulting in reduced social cohesion;
- Anxiety due to rumours and misinformation;

- Reduced enjoyment of the natural environment/loss of visual amenity due to inappropriate waste rock dump design;
- Fears of impacts to water resources including aquifer depressurisation resulting in reduced groundwater availability; and
- Unexpected population decline due to unexpected or a lack of awareness of mine closure.

Key benefits for people and communities as a result of the Project may include:

- Community benefit through the distribution of sponsorship funds and royalties, improved community infrastructure;
- Invigoration of local communities due to the return of community members;
- A raised level of excitement in local communities, particularly Bonya and Harts Range; and
- Early sealing of the Plenty Highway.

6.2 Services and Infrastructure

Adverse impacts on local services and infrastructure have been rated as very low during the risk assessment as it is expected that the Project will have a minimal impact on local health services as the Project will have its own medical facilities on site. The condition of the local roads may also have an impact due to the potential for road trauma resulting on increased pressure on local emergency response capabilities.

The key impact on local services and infrastructure identified by the SIA was the potential for increased pressure on local services (health, police, emergency services) due to increased risk of road trauma and antisocial behaviour in local communities.

Key benefits for services and infrastructure may include:

- Positive contribution to social infrastructure including early upgrades to the Plenty Highway, local telecommunications and the Lucy Creek airstrip; and
- Post mining infrastructure constructed with Project contributions for the development of community infrastructure at Bonya and surrounds.

6.3 Employment, Education and Training

The SIA reported that there are high levels of unemployment and disengagement among Indigenous people in the region but this does not mean there is a ready pool of workers due to barriers such as disadvantage, family and cultural obligations and a willingness to work on a mine site. Key impacts may include:

- Expectations of local jobs not met; and
- Low take up of jobs by local Indigenous people due to a lack of work readiness, structural or cultural issues.

Key benefits for local employment, education and training may include:

- Direct and indirect jobs and training opportunities for local Indigenous people and Alice Springs residents; and
- Upskilling and improved educational outcomes for local Indigenous people.

6.4 Business and Economic

The condition of the local roads and the increase in traffic generated by the Project may have an impact on the local pastoral productivity and the movement of cattle trucks. Tourists travelling along the Outback Way may also be deterred from sharing the road with frequent and large mining vehicles, particularly on the unsealed sections and this may result in decreased visitor numbers at the Gemtree Caravan Park. Competition for local workers, business and services also have the potential to negatively impact the region. Direct impacts to the Project itself can result in impacts to the viability of the Project with flow on effects to businesses that rely on it. The resulting impacts may include:

- Reduction in tourist activity in the region due to Project traffic;
- Reduced productivity of pastoralists due to Project traffic;
- Mobilisation of workforce and paid work resulting in displacement of other economic sectors through crowding out;
- Local targets not met due to lack of capacity or skills and subsequent loss of local business opportunities;
- Expectations of boost to local and/or regional economy not met;
- Reduced productivity of other sectors from loss of staff and Project activities;
- Skill shortages, loss of staff and difficulty in employing Project workers;
- Damage to mine workings and facilities, financial loss to KGL as a result of local flooding or water storage failure;
- Uncontrolled fire damaging local property, mine infrastructure, facilities and workings;
- Insufficient water supply resulting in Project production cuts or shut downs;
- Reduction in base metal prices;
- Mining activists disrupting production;
- Project area not rehabilitated creating a residual liability for the NT government; and
- Unexpected loss of financial support due to a lack of awareness of mine closure.

Key benefits for local businesses and the economy may include:

- Early sealing of the Plenty Highway;
- Boost to local businesses from Project contracts; and
- Boost to local community and regional economies.

6.5 Health, Safety and Wellbeing

Whilst the key impact has been identified as increased road trauma and incidents on local roads due to Project traffic, poor road conditions, road configurations (single lane, gravel shoulders) and site distances, other negative health, safety and wellbeing impacts which may arise include:

- Reduced community or social cohesion as a result of some Bonya and Atitjere residents being employed leading to jealousy, humbugging for money and increased access to alcohol and possibly violence;
- Reduced sense of safety and wellbeing in nearby communities due to the influx of Project workforce and the potential for crime and drugs and alcohol on site;
- Influx of a predominantly male workforce resulting in increased interaction with the local community;
- Mental health issues for workers living away from home and family as a result of loneliness; and

- Workplace deaths or injury.

6.6 Culture

Cultural impacts due to the Project have been identified as:

- Damage to sacred sites upsetting the local Indigenous community and the Central Land Council (CLC);
- Disturbance to Indigenous heritage items resulting in possible fines and damage to the Projects reputation;
- Damage to sacred sites as a result of uncontrolled fire;
- Reduced cultural and spiritual connections to country or cultural offence (as identified previously); and
- Damage to heritage items.

6.7 Human Rights

Impacts assessments are continuing to pay more attention to potential, intentional or inadvertent breaches of human rights. Reduced enjoyment of human rights as a result of the Project may arise through racism, inequitable work practices, breaches of labour laws and native title holders not providing free, prior and informed consent.

6.8 Cumulative

Cumulative impacts which may arise through the development of the five major resource projects in Central Australia potentially occurring at the same time include workforce availability, compounding pressure on services and inflationary pressures.

Based on the location of the other four mines nominated as part of the Five Mines Project, the only common road transport route with the Jervois Project is the 70 kilometres from Alice Springs north to the Plenty Highway turnoff so it is not expected that cumulative traffic impacts will be significant.

Even though it was anticipated that these projects would commence in the coming two to five years, there is some uncertainty around this timeframe and the possibility that all five projects will go ahead. As such, the timing of cumulative impacts of these projects remains uncertain.

Potentially these five projects may create opportunities such as an increase in education, training and job opportunities and economic benefits.

7 Management and Mitigation Strategies

Social impact management for the Project will focus on community liaison, stakeholder engagement and proactive and open communication. The aim of the strategies outline below are to provide guidance on avoiding adverse impacts on the social values of the local and regional communities and enhancing stakeholder opportunities.

7.1 People and Communities

The Community and Stakeholder Engagement Plan provided in Appendix A2 will guide management strategies in relation to people and communities. KGL will keep stakeholders informed through meetings, newsletters, annual reports, ASX announcements, stakeholder surveys and the KGL website. Direct lines of communication will be provided through email, the Project website and a telephone

enquiry line. A Community Liaison Committee will also be set up to provide stakeholders with direct access to Project representatives and an opportunity for community input into KGLs social performance. These strategies will enable KGL to provide clear and up-front information to stakeholders and the wider community.

Feedback from stakeholders will be incorporated into Project planning processes, specifically in relation to the impacts of trucks on the Plenty Highway, local employment opportunities, capacity to manage health, safety and emergency responses on site, economic opportunities and water use.

The management and mitigation strategies for people and communities include:

- A Traffic Management Plan which outlines road safety initiatives, private vehicle use restrictions, journey management planning and speed limits;
- Strict guidelines and Codes of Conduct for vehicle, bus and truck drivers;
- Restricting workers from driving to site;
- Complaints system to address matters such as noise and dust;
- Limiting cash payments, work with CLC to distribute royalty money in the form of investment in community development and social infrastructure and education;
- Providing assistance on the education of the local Indigenous community on money management;
- Good communication to manage unrealistic expectations about jobs and money, rumours and misinformation;
- Updates on water monitoring results to reduce fears about water use;
- Open communication on Project progress and mine closure timeframes;
- A sponsorship plan and communication with local community about initiatives to support the community and events; and
- Work with the Northern Territory Government (NTG) regarding the early sealing of the Plenty Highway.

7.2 Services and Infrastructure

Potential impacts on local services and infrastructure including emergency and health services, roads, telecommunications and social infrastructure will be managed through the following measures:

- Work with the NTG and the Outback Way to provide a case for the early sealing of the Plenty Highway;
- Campaigning the NTG for improved telecommunications in the region;
- First response medical capability on site to reduce pressure on local health services;
- Trained emergency response team on site;
- Regular communication with local service providers such as the police and emergency services; and
- Work with the community to identify community infrastructure that would be beneficial.

7.3 Employment, Education and Training

In an effort to minimise unrealistic expectations KGL have previously been involved in discussions with several training agencies, the Central Land Council and the Arramwelke Corporation at a meeting co-ordinated by the Central Australia Region, Indigenous Affairs Network, Department of the Prime Minister and Cabinet, where the achievable engagement of local individuals and service providers was

outlined by KGL Resources. While these discussions will continue, additional strategies to manage potential impacts will include:

- Ongoing regular communication to manage expectations;
- Local employment and training plan and specifically an Indigenous plan;
- Workforce planning to address structural and cultural employment barriers;
- Matching willingness to work with work-ready skills to ensure successful employment;
- Tailoring training to suit skills and capabilities to ensure successful employment;
- Development of mentoring programs;
- Collaboration with local employment and training providers;
- A recruitment strategy which focuses on locals and the encouragement of Fly In Fly Out (FIFO) workers to relocate;
- Collaboration with the community, the NT and federal governments on employment and training; and
- Cooperation with other major resource projects in the region on training and education programs.

7.4 Business and Economic

Business and economic distress on the local tourism industry, local businesses and pastoralists as a result of the Project will be managed through measure such as:

- Working with the NTG and the Outback Way to provide a case for the early sealing of the Plenty Highway;
- Implement the Traffic Management Plan including a public relations strategy regarding road safety;
- Flying and bussing workers directly to site;
- Stakeholder engagement and regular communication with local communities, key tourism stakeholders and pastoralists;
- Working with the Bonya Enterprise Development Program to assist them in capturing business opportunities;
- Implementation of the (Memorandum of Understanding (MOU) between KGL and the Bonya community to support business development opportunities;
- Seeking advice from the Department of Trade, Business and Innovation in relation to aligning the Industry Participation Plan and the Territory Benefits Policy;
- Working with Industry Capability Network (ICN) NT, NTG, Chamber of Commerce, Regional Economic Development Committees (REDCs) to package and promote tenders to suit local capacity, boost skills and prepare businesses for competitiveness and procurement standards required for the Project;
- Consideration of joint training initiatives to assist in backfilling loss of staff;
- A recruitment strategy seeking locals and encouraging FIFO workers to relocate to Alice Springs;
- Regular communication to manage expectations;
- Implementation of the Bushfire Management Plan;
- Groundwater modelling and implementation of the Groundwater Management Plan; and
- Regular communication and updates on Project water use.

As suggested by the Department of the Chief Minister in their feedback on the draft EIS, KGL will liaise with, and take advice from the Department of Trade, Business and Innovation in relation to aligning the Industry Participation Plan with the Territory Benefits Policy for local content and employment opportunities. KGL will also continue to work with ICN NT, NT Government departments, the Chamber of Commerce and the REDC to promote tenders which suit local capacity, boost skills, prepare businesses for an increase in competition and standards required by the Project.

Potential impacts on the viability of the Project and KGLs financial status will be managed through the close monitoring of the base metal industry including base metal and copper prices, financial modelling and market awareness through offtake agreements. The potential damage to mine workings and facilities will be managed through the appropriate design of water storages and management facilities and the implementation of Standard Operating Procedures and the Water Management Plan.

7.5 Health, Safety and Wellbeing

The health and safety of Project stakeholders, the community and the workforce will be addressed to avoid potential impacts through measures including:

- Working with the NTG and the Outback Way to provide a case for the early sealing of the Plenty Highway;
- Implementing the Traffic Management Plan including a public relations strategy regarding road safety;
- Flying and bussing workers directly to site;
- Limiting cash payments, work with CLC to distribute royalty money in the form of investment in community development and social infrastructure and education;
- Providing assistance on the education of the local Indigenous community on money management;
- Human resources policies and strategies to deal with worker welfare and behaviour;
- Managing offsite interaction between the workforce and the local Bonya community;
- Adherence to the Indigenous Land Use Agreement (ILUA) and employee training in relation to the significance of the ILUA and the maintenance of an alcohol free site;
- Worker Codes of Conduct to address issues such as drugs and alcohol, crime and anti-social behaviour;
- Drug and alcohol testing;
- FIFO lifestyle rosters;
- Awareness campaigns, communications systems, support programs and counselling services to ensure the wellbeing of the workforce;
- Mentoring and support services for Indigenous staff;
- Implementation of the Project Health and Safety Management System which will include the development of an Emergency Response Plan in consultation with local Police and health service providers;
- Employee inductions; and
- Pre-employment medicals.

7.6 Culture

Physical and spiritual cultural impacts will be managed through:

- Implementation of the Cultural Heritage Management Plan;
- Demarcation of areas to be protected;
- Cultural heritage field surveys;
- Mine planning to include the consideration of recorded sites and avoiding them where possible;
- An internal permitting system for operational disturbance activities;
- Applying for permits to disturb from the NT Minister for Environment under Section 72-75 of the *NT Heritage Act* where disturbance to sites cannot be avoided;
- Defined responsibilities for the protection and monitoring of cultural heritage values;
- Application for Aboriginal Areas Protection Authority (AAPA) certificates as required;
- Education of personnel in relation to AAPA Restricted Works Area conditions;
- Implementation of the Bushfire Management Plan;
- Regular communication with stakeholders;
- Mandatory inductions for staff to build awareness of the local Aboriginal culture and
 - cultural awareness;
 - cultural heritage protection;
 - protocols for the management of Aboriginal archaeological Sites;
 - identification of Aboriginal archaeological Sites; and
 - personnel responsibilities.
- Worker Codes of Conduct;
- Restrictions on employee movements off site to avoid trespassing on culturally significant areas;
- Stakeholder engagement and regular communication with local communities, Traditional Owners and the CLC; and
- Regular review and updates to this Plan and the Cultural Heritage Management Plan to address changes in site conditions, non-compliances and changes to legislation.

7.7 Human Rights

As a key social impact identified in today's society, numerous approaches will be taken to protect the welfare of people, and these will continue to develop as new and improved measures become available. The approach to protecting human rights will include:

- Mandatory cross-cultural inductions for staff to build awareness of the local Aboriginal culture;
- Worker Codes of Conduct;
- Human resources management plans and strategies;
- Culturally appropriate communication;
- Worker grievance procedures and remedies;
- Specific Codes of Conduct and training on free, prior and informed consent; and
- Stakeholder engagement and regular communication with local communities and the CLC.

7.8 Cumulative

Although there is a limited ability to directly control cumulative impacts that may arise as a result of the five major projects operating concurrently, discussions will be held with other proponents to discuss joint planning opportunities for worker and contractor engagement where possible.

8 Monitoring and Measurement

Depending on the availability of data, the Environmental Manager and/or the Occupational Health and Safety Manager will conduct quarterly and annual monitoring and reviews of the Projects social impacts. This will include a review of:

- Stakeholder meetings minutes;
- Community and workforce complaints;
- Feedback received via the Project email and telephone enquiry line;
- Community engagement statistics and trends;
- Employment, education and training targets and statistics;
- Employee retention rates;
- The number of local contracts awarded;
- The number of traffic incidents and accidents;
- Reports to local police regarding antisocial behaviour;
- Incidents requiring local emergency services responses;
- The number of self-harm incidents by workers; and
- Workplace injury and death statistics.

Local tourist traffic and visitation numbers will also be monitored as they become available to determine any reduction in numbers. A complete list of the performance indicators that may be monitored depending on what aspect of the socio-economic environment requires investigation or review are provided in Appendix A6.

As provided in the Community and Stakeholder Engagement Plan, discussions will be held with local business owners, tourism and hospitality representatives, emergency services, the Department of Trade, Business and Innovation, ICN NT, Chamber of Commerce and the REDC to discuss and monitor potential business and economic impacts on the local and regional economy.

Annual audits will be conducted to ensure the procedures in this SIMP have been fully complied with and will include a review of performance against the objectives and targets. Records of these audits will be maintained on site and the outcomes reported in the Annual Report. The Annual Report will include a summary of:

- The company's social and environmental performance including the measurement of environmental indicators against baseline data;
- Mine closure monitoring results and progress towards mine closure criteria
- A summary of consultations held with stakeholders;
- Community complaints received;
- Sponsorship programs;
- Workforce accidents and incidents;
- Indigenous and local employment;
- Local contracts awarded; and

- Traffic statistics and incidents.

The Environmental Manager and/or the Occupational Health and Safety Manager will also provide regular updates during the monthly site management meetings.

9 Corrective Actions

Corrective actions to be taken if the objectives and targets of this SIMP are not met will include:

- Additional workforce training to include obligations of personnel under this SIMP;
- Investigation of non-compliances with this SIMP by the site environmental personnel;
- Introduction of additional stakeholder engagement activities;
- Updates to the Community and Stakeholder Engagement Plan;
- Revision of the Local Industry Participation Plan;
- Review of the local and Indigenous employment and training plans;
- Investigation of complaints in accordance with the process outlined below;
- Remedial actions to ensure the continued compliance with this SIMP and the targets outlined herein;
- Addressing non-compliances during monthly management meeting and reporting in the Annual Report;
- Reviews of the Traffic Management Plan, Emergency Response Plan and Occupational Health and Safety Plan;
- Review of worker Codes of Conduct, policies and guidelines; and
- Review of this SIMP to ensure that further incidents are avoided.

9.1 Complaint Investigation

Formal complaints regarding the Project will be investigated in a timely manner by the site Environmental Manager or the Occupational Health and Safety Manager depending on the nature of the complaint. Complaints will be investigated to ensure that they are resolved and the appropriate actions are taken to minimise potential impacts to stakeholders and the environment. Actions taken in resolving complaints will focus on the avoidance of repeat occurrences.

Complaints will be reported on a Complaint Report as detailed in Appendix A7. This report will be completed by the complainant, the site Environmental Manager or the Occupational Health and Safety Manager. All complaints will also be documented in a Complaints Register (Appendix A8) which will provide a summary of the details contained in the Complaint Report. The number of formal complaints will be used to measure the success of management and mitigation strategies provided in this SIMP.

The process for investigating complaints will include:

- Investigation of the complaint in a timely manner by the site Environmental Manager or the Occupational Health and Safety Manager depending on the nature of the complaint;
- Undertake follow up actions to resolve the complaint;
- Review of the site procedures and work practices which led to the complaint;
- Review of this SIMP or other Management Plans as necessary;
- Advise the complainant of follow up actions taken to resolve the complaint or those that are intended to be taken if the complaint cannot be resolved immediately.

Complaints will be reported in the Annual Report and discussed during the monthly site management meetings. Where necessary, complaints will also be mentioned during toolbox talks to keep the workforce informed.

10 References

KGL Resources, Jervois Base Metal Project Draft Environmental Impact Statement, October 2018

KGL Resources, Jervois Base Metal Project Supplement to the Draft Environmental Impact Statement, July 2019

True North Strategic Communication, Jervois Base Metal Project Engagement Strategy, November 2017

True North Strategic Communication, KGL Resources Jervois Base Metal Project Social Impact Assessment, August 2018

True North Strategic Communication, KGL Resources Jervois Base Metal Project Social Impact Management Plan, August 2018

Northern Territory Department of Business, Building Northern Territory Industry Participation (BNTIP) Policy

NT Department of Trade, Business and Innovation, Territory Benefit Policy V1.12, May 2019

Appendices

A1 Social Impact Risk Assessment

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
1	Project traffic	Road	Increased road trauma on local roads	Likely	Moderate	High	<ul style="list-style-type: none"> Minimise required number of trips to and from site Codes of behaviour when driving on public road Consultation with locals whether restricting Project traffic to certain times of day Implement Traffic Management Plan Community liaison to ensure good communication Communication with other road users Road maintenance in consultation with key stakeholders Working with NT government to seek approval for early sealing of the Plenty Highway between Jervois and the Stuart Highway 	Occasionally	Moderate	Medium
2	Project traffic	Third Party	Reduction in tourist activity in the region	Likely	Moderate	High	<ul style="list-style-type: none"> Communication with NT Government for early sealing of Plenty Highway from Jervois to Gemtree Caravan Park Traffic Management Plan – Journey Management Plan to include speed limits, road watering Good communication and engagement with key tourism stakeholders PR strategy around traffic/road safety around mining trucks 	Occasionally	Minor	Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
3	Dust and noise from Project traffic	Third Party	Increased dust and noise level for nearby communities and residents	Unlikely	Moderate	Low	<ul style="list-style-type: none"> Traffic Management Plan to include speed limits, road watering Community liaison to ensure good communication Stakeholder engagement 	Rarely	Minor	Very Low
4	Driving on single sealed-road and gravel shoulders	Mine Worker Third Party	Increased road trauma	Likely	Moderate	High	<ul style="list-style-type: none"> Community engagement to educate the public on how to interact with road trains Traffic Management Plan to ensure-light vehicle leaves the seal and stops to allow oncoming loaded heavy vehicle to pass without leaving seal KGL to engage with NTG to review priorities and possible acceleration of widening program and review introduction of passing lanes at several locations 	Occasionally	Moderate	Medium
5	Site distance deficiencies	Mine Worker Third Party	Increased road trauma	Likely	Moderate	High	<ul style="list-style-type: none"> Provide additional signage Lower crest curves Journey Management Plan for all transportation contractors to restrict speed at these locations to 80 km/h for 500m in each direction Modify intersection if possible 	Occasionally	Moderate	Medium
6	Increase to traffic volumes	Mine Worker Third Party	Increased road trauma	Likely	Moderate	High	<ul style="list-style-type: none"> KGL to engage with NTG to review priorities and possible acceleration of widening program and review introduction of passing lanes at several locations 	Occasionally	Moderate	Medium

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
							<ul style="list-style-type: none"> Staging vehicle operations to minimise number of vehicles on the road at any one time Increased maintenance grades from 4 to 5 per year Wet weather restrictions for transportation of product and consumables 			
7	Night time operations	Mine Worker Third Party	Incidents relating to poor visibility	Likely	Moderate	High	<ul style="list-style-type: none"> Installation of traffic control devices to aid visibility after dark Infra-red line of site system to be installed in vehicles required to operate at night to alert drivers to people or animals adjacent on the road 	Occasionally	Moderate	Medium
8	Poor road conditions	Mine Worker Third Party	Increased road trauma	Likely	Moderate	High	<ul style="list-style-type: none"> Reconstruct outlets, where drains encroach into the road Re-profile sub-standard sections Lift the road where the wearing surface is lower than natural surface Re-sheet where gravel loss is excessive Remove objects where clear zone defects are present 	Occasionally	Moderate	Medium
9	Risk to cyclist	Third Party	Increased road trauma	Likely	Moderate	High	<ul style="list-style-type: none"> Education Program Infrared on-board system in vehicles to highlight cyclist in line of sight at night Slow down when passing or approaching oncoming cyclists 	Occasionally	Moderate	Medium

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
							<ul style="list-style-type: none"> Notify other drivers in the fleet of presence of cyclist 			
10	Dust and noise from borefield construction and operation	Third party	Increased dust and noise level for nearby communities and residents	Unlikely	Minor	Very Low	<ul style="list-style-type: none"> Community liaison to ensure good communication Ensure noise emissions in accordance with manufacturer’s specifications and Australian Standards 	Unlikely	Insignificant	Very Low
11	Influx of Indigenous people back to communities	Third Party	High expectation of benefits such as job opportunities from the community	Occasionally	Minor	Low	<ul style="list-style-type: none"> Community engagement and good communication to manage expectations about job availability and timelines 	Occasionally	Insignificant	Very Low
12	Fears of impacts to water resources	Mine Worker	Opposition to mine development by property owners and the community	Likely	Moderate	High	<ul style="list-style-type: none"> Open and transparent communication plan about hydrological studies and monitoring program, water source for the Project and impacts of drawdown on pastoral bores, soaks and other beneficial users Implement Environmental Management Plan Continuous communication on monitoring results 	Occasionally	Minor	Low
13	Aquifer depressurisation due to mining activities	Third Parties	Reduced groundwater availability for related parties	Unlikely	Moderate	Low	<ul style="list-style-type: none"> Groundwater modelling demonstrates that the reduction in groundwater availability for other parties is negligible Groundwater monitoring Implement Groundwater Management Plan 	Rarely	Moderate	Very Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
14	Mobilisation of workforce and paid work	Third Party	Reduced community or social cohesion, displacement of other economic sectors through crowding out	Occasionally	Minor	Low	<ul style="list-style-type: none"> Community liaison to ensure good communication Communication with local police Recruitment strategy that seeks locals, then encourages FIFO workers to relocate to Alice Springs so they are living in the local economy, not short-term accommodation. Manage transport to reduce impacts, 	Occasionally	Minor	Low
15	Distribution of sponsorship funds and royalties to local community	Third Party	Local community benefit	Occasionally	Minor	Low	<ul style="list-style-type: none"> Sponsorship Plan Royalties distributed through community development projects could be invested in community facilities 	Occasionally	Major	High
16	Rumours and misinformation received by native title holders	Third Party	Anxiety of native title holder about potential impacts	Occasionally	Minor	Low	<ul style="list-style-type: none"> Work closely with the Central Land Council to ensure continuous and good communication to native title holders Good communication 	Unlikely	Minor	Very Low
17	Early sealing of Plenty Highway from Jervois to Stuart Highway and upgrade to the Bonya/Lucy Creek airstrip	Third Party	Benefit to communities, tourism and property owner	Occasionally	Minor	Low	<ul style="list-style-type: none"> Communication with NT government and Outback Way and provide case for early sealing of Plenty Highway (road safety audit completed, supplied and discussed with NT government) Good communication to manage expectations 	Occasionally	Minor	Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
18	Increased pressure on local services (health, police)	Third Parties	Drawing on local services and infrastructure, inadequate emergency response	Unlikely	Moderate	Low	<ul style="list-style-type: none"> Implementation of an Emergency Response Plan in consultation with local Police and health service providers Provision of health monitoring of workers first response medical facility on site Installing appropriate firebreaks and safety precautions 	Unlikely	Minor	Very Low
19	Direct and indirect jobs and training for local Indigenous people and residents in Alice Springs	Third Parties	Increased job and training opportunities	Occasionally	Minor	Low	<ul style="list-style-type: none"> Indigenous employment and training plan Work with local employment and training providers and advance planning Communication with other major resource projects in the region to employ Indigenous workers when their project is complete 	Likely	Moderate	High
20	Direct and indirect jobs and training for local Indigenous people and residents in Alice Springs	Third Parties	Expectation of local jobs not met, low take up of jobs by local Indigenous people due to lack of work readiness, structural or cultural issues	Occasionally	Minor	Low	<ul style="list-style-type: none"> Indigenous employment and training plan Work with local employment and training providers Good communication on reasons if expectations are not met Good communication that allows for advance planning Workforce planning to address barriers to employment Support structures for local staff Good communication on jobs available, including site visits 	Unlikely	Minor	Very Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
							<ul style="list-style-type: none"> • Collaboration with the community, NT and Australian Governments, employment and training providers 			
21	Project activities	Pastoralists	Reduced productivity of pastoralists	Unlikely	Moderate	Low	<ul style="list-style-type: none"> • Ensure continuous and good communication with pastoralists • Compensation agreement for areas excluded from properties for mining and associated activities 	Rarely	Minor	Very Low
22	Local business awarded contracts from the Project	Third Parties	Boost to local businesses	Occasionally	Minor	Low	<ul style="list-style-type: none"> • Local Industry Participation Plan which includes consideration of how contracts might be packaged to suit existing capacity • Good communication about opportunities with the Project • Working closely with industry groups (ICNNT and Chamber of Commerce) and NT Government to prepare businesses 	Likely	Moderate	High
23	Local targets not met due to lack of capacity or skills	Third Parties	Loss of opportunity to local businesses	Occasionally	Moderate	Medium	<ul style="list-style-type: none"> • Local Industry Participation Plan which includes consideration of how contracts might be packaged to suit existing capacity • Good communication and understanding of the capacities of local businesses • Working closely with industry groups (ICN NT and Chamber of Commerce) and NT Government to prepare businesses 	Unlikely	Moderate	Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
24	Expectations of boost to local and/or regional economy not met	Third Parties	Expectations of boost to local and/or regional economy not met	Occasionally	Moderate	Medium	<ul style="list-style-type: none"> Industry Participation Plan Work with ICN NT, NT Government, Chamber of Commerce, REDCs to package and promote tenders to suit local capacity, boost skills, prepare businesses for competitiveness and standards required by KGL Resources Good communication to manage expectations 	Occasionally	Minor	Low
25	Project activities affect other sectors	Third Parties	Reduced productivity of other sectors	Unlikely	Minor	Very Low	<ul style="list-style-type: none"> Industry Participation Plan Forward planning and communication Schedule flights so that workers are met and taken straight to site A recruitment strategy focussing on locals and the encouragement of FIFO workers to relocate Traffic management plan to reduce impacts 	Rarely	Minor	Very Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
26	Skill shortage	Mine Owner	Difficulty employing skilled workers for the mine, loss of staff and difficulties backfilling, potential financial impact to mine owner	Occasionally	Minor	Low	<ul style="list-style-type: none"> A recruitment strategy focussing on locals and the encouragement of FIFO workers to relocate Continued work with ICN NT, NT Government departments, the Chamber of Commerce and the REDC to promote tenders which suit local capacity, boost skills, prepare businesses for an increase in competition and standards required by KGL Engage local training providers and develop local training programs Workforce planning to address employment barriers Local Industry Participation Plan Collaborate with other major resource projects on training and education programs 	Unlikely	Minor	Very Low
27	Drugs or alcohol brought to site by mine worker	Third Parties	Reduced sense of safety and wellbeing in nearby communities	Occasionally	Minor	Low	<ul style="list-style-type: none"> Drug and alcohol policy HR management Good communication with local police 	Unlikely	Minor	Very Low
28	Disturbance to Indigenous heritage items	Cultural Heritage	Damage to sacred sites, upsetting of local Indigenous community and the CLC, possible fines to mine owner and damage to reputation;	Unlikely	Moderate	Low	<ul style="list-style-type: none"> Establish and maintain a heritage register Cultural heritage survey Implement permit system to require consideration of cultural heritage sites Community liaison and communication MOU with Bonya community 	Rarely	Minor	Very Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
			Reduced cultural and spiritual connections to country or cultural offence							
29	Cumulative impact of five major resource projects in Central Australia potentially at the same time (TNG, Verdant, Arafura Resources, Tellus and KGL).	Third Parties	Cumulative impacts create pressure on workforce availability, services, inflationary pressures, but they can also increase the opportunities – local jobs, economic benefits, Indigenous employment and education outcomes	Occasionally	Minor	Low	<ul style="list-style-type: none"> Working with other proponents to sequence work, if possible, and take account of cumulative impacts Stakeholder engagement Good communication 	Occasionally	Minor	Low
30	Flood from waterways located within mine area	Mine Owner	Damage to mine workings and facilities, financial loss to mine owner	Unlikely	Catastrophic	High	<ul style="list-style-type: none"> Surface water modelling concluded that the Project will not have any significant impact on flooding Water diversions appropriately design according to Water Management Plan 	Rarely	Catastrophic	Medium
31	Little warning of impending floods to mine	Mine Owner	Damage to mine workings and facilities, financial loss to mine owner	Unlikely	Catastrophic	High	<ul style="list-style-type: none"> Surface water modelling concluded that the Project will not have any significant impact on flooding The proposed Reward pit is the only infrastructure proposed which would be affected by flooding, located on the floodplain of Unca Creek. A permanent diversion of Unca Creek around the 	Rarely	Catastrophic	Medium

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
							Reward pit is proposed to manage the risk for events up to 1,000 years			
32	Disturbance to non-Indigenous heritage items during mining operations	Heritage Items	Damage to heritage Items	Occasionally	Minor	Low	<ul style="list-style-type: none"> Establish and maintain a heritage register Implement permit system to require consideration of heritage sites Fence off identified Heritage Sites 	Rarely	Insignificant	Very Low
33	Uncontrolled fire caused by third party or natural disaster	Mine Owner Property Owner	Damage to mine facilities, workings and property, financial loss to mine owner and property owner	Likely	Major	High	<ul style="list-style-type: none"> Establish and maintain fire breaks Conduct of hazard reduction burns Monitoring of fire tracking and alert systems 	Unlikely	Moderate	Low
34	Uncontrolled fire caused by third party or natural disaster	Cultural Heritage	Damage to sacred sites	Unlikely	Catastrophic	High	<ul style="list-style-type: none"> Establish and maintain a heritage register Implement permit system to require consideration of cultural heritage sites Bushfire Management Plan 	Rarely	Catastrophic	Medium

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
35	Uncontrolled fire caused by mining operations	Mine Owner	Damage to mine facilities and workings, financial loss to mine owner	Likely	Major	High	<ul style="list-style-type: none"> Establishment and maintenance of fire breaks Conduct of hazard reduction burns Store hydrocarbon and flammable material according to the requirements of AS1940-2004 - The storage and handling of flammable and combustible liquids Bushfire Management Plan Implement Hot Work Permits System Provision of firefighting training for personnel conducting hot works 	Unlikely	Moderate	Low
36	Uncontrolled fire caused by mining operations	Property Owner	Damage to property, financial loss to property owner	Occasionally	Major	High	<ul style="list-style-type: none"> Implement Hot Work Permit System Provision of firefighting training for personnel conducting hot works Communication with neighbours upon detection of wildfire Bushfire Management Plan 	Unlikely	Moderate	Low
37	Uncontrolled fire caused by mining operations	Cultural Heritage	Damage to sacred sites	Unlikely	Catastrophic	High	<ul style="list-style-type: none"> Establish and maintain a heritage register Implement permit system to require consideration of cultural heritage sites 	Rarely	Catastrophic	Medium

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
38	Water storage failure	Mine Owner	Loss of water resource, financial loss to mine owner, potential damage to ecosystem	Unlikely	Major	Medium	<ul style="list-style-type: none"> Develop and implement Standard Operating Procedures Develop and implement a Water Management Plan Appropriate planning and design standards for water storages 	Rarely	Major	Low
39	Insufficient water supply in periods of drought	Mine Owner	Shut down or reduce production, financial loss to mine owner	Occasionally	Major	High	<ul style="list-style-type: none"> Detail mine planning and scheduling Upgrade of existing Jervois Dam facility to increase water supply Groundwater study and construction of borefields to ensure sufficient water for operation Water recycling 	Rarely	Major	Low
40	Base metals price change	Mine Owner	Impact on financial factors to mine operation, project stalled, potential financial impact to mine owner	Occasionally	Moderate	Medium	<ul style="list-style-type: none"> Financial modelling and business planning Market Awareness – Offtake Agreements 	Unlikely	Moderate	Low
41	Activists disrupting mining operations	Mine Owner	Production disrupted, raised underserved public awareness, financial loss to mine owner, share price fall	Unlikely	Moderate	Low	<ul style="list-style-type: none"> Preparing a Local Industry Participation Plan Regular community engagement, communicating openly with land owners, local community and government, such as water monitoring results, soil test results, etc to reduce fears and to manage perception 	Rarely	Minor	Very Low

Reference	Potential Event	Aspect	Potential Impact	Initial Risk rating			Method of Control	Residual Risk rating		
				Likelihood	Consequences	Risk Rating		Likelihood	Consequences	Risk Rating
42	Influx of predominantly male workforce	Third Parties	Health and social impacts arising from interaction between locals and a predominantly male workforce	Occasionally	Minor	Low	<ul style="list-style-type: none"> Reduce recreational interaction of FIFO workers with local towns on days off (straight to plane or bus) Worker code of behaviour Communication with local police 	Unlikely	Minor	Very Low
43	Site not rehabilitated, infrastructure not removed	Community, future generations	Residual liability for site rehabilitation or maintenance	Unlikely	Major	Medium	<ul style="list-style-type: none"> Lodgement of security bond to the Northern Territory government on an annual basis as per operation condition to cover rehabilitation cost Removal of site infrastructure as per MRCP 	Rarely	Minor	Very Low
44	Final waste rock dump at closure not appropriately designed	Visual amenity	Decrease in visual amenity compared to baseline	Rarely	Insignificant	Very Low	<ul style="list-style-type: none"> Waste rock dump will be similar to the topography in the area 	Rarely	Insignificant	Very Low
45	Unaware of mine closure concept and timing	Local community	Unexpected loss of financial support or unexpected population decline for the community	Unlikely	Major	Medium	<ul style="list-style-type: none"> Continuous community engagement and public awareness campaign 	Rarely	Major	Low

A2 Community and Stakeholder Engagement Plan

Introduction

In response to a recommendation in the NT EPA Assessment Report, this engagement plan has been developed to guide community consultation throughout the life of the Project to ensure stakeholders are informed on the progress of the Project, including key milestones such as Project approvals and commencement timeframes. The overall aim of this plan is to maintain two-way communication between KGL and the community.

Objectives

The consultation and communication objectives of this plan are to:

- Outline avenues for keeping stakeholders informed and provide feedback;
- Ensure key stakeholders receive objective information directly from KGL rather than from third parties or the media;
- Listen to and understand the perspectives of stakeholder groups;
- Optimise avenues for local employment;
- Manage stakeholder expectations;
- Ensure early identification of local knowledge that may be beneficial and assist in Project planning and avoiding negative impacts;
- Support the delivery of a project that is environmentally, economically, culturally and socially acceptable (earn and maintain a social licence to operate);
- Provide regulators with confidence that positive and negative impacts are understood and managed;
- Provide guidance to KGL's long term social performance;
- Build and maintain awareness of the Project;
- Provide a tailored approach to stakeholder engagement; and
- Build and maintain an understanding, trust and relationships with individuals or groups who have the potential to be positively or negatively impacted by the Project.

Key Stakeholders

Key stakeholders covered by this Engagement Strategy include:

- Bonya Aboriginal Community;
- Jervois and Lucy Creek pastoral lease holders;
- Arramwelke Aboriginal Corporation;
- Traditional Owners, the Arrernte people;
- Atitjere Community;
- Central Land Council;
- Alice Springs Community;
- Harts Range Police;
- Fire and Emergency Services;
- Gemtree Caravan Park;
- Tourism Central Australia;
- Outback Way Committee;
- Alice Springs Regional Economic Development Committee;
- Chamber of Commerce NT;

- Industry Capability Network (ICN);
- Central Desert Regional Council;
- Department of Primary Industries and Resources;
- NT Environment Protection Authority;
- Department of Environment and Natural Resources;
- Department of Infrastructure, Planning and Logistics;
- Department of Trade, Business and Innovation.

Key Issues

Potential social and economic issues, queries and concerns from stakeholders may focus on:

- Opportunities for employment and training;
- Local business opportunities;
- Boost to local and regional economies;
- Displacement of other economic sectors;
- Reduced productivity of other sectors from loss of staff;
- Skill shortages, loss of staff and difficulty in employing workers;
- Local targets not met due to lack of capacity or skills;
- Expectations of boost to local and/or regional economy not met;
- Community benefits through improved public infrastructure, sponsorship and royalties;
- Invigoration of local communities;
- Early sealing of the Plenty Highway.
- Concerns about impacts on the natural environment, including water resources;
- Protection of cultural heritage values;
- Reduced cultural and spiritual connections to country or cultural offence;
- Road safety issues;
- Reduction in tourist activity;
- Pressure on emergency services;
- Disruption to social harmony and reduced community cohesion;
- The ‘honeypot effect’ of people moving back to the area for work; and
- Reduced sense of safety and wellbeing in nearby communities.

Engagement Strategies

As stakeholder groups have different needs and communication preferences, this plan provides various avenues on how they can stay informed and provide feedback. KGL will ensure that information is easy to find and easily understood by a range of audiences. Communication practices will also include tailoring information based on stakeholders’ level of interest or concern. As outlined by the International Association for Public Participation (IAP2), engagement will be conducted at the levels of inform, consult and involve:

Level of engagement	Promise to the public
Inform	We will keep you informed
Consult	We will listen to your concerns, keep you informed, and provide feedback on how stakeholder’s input influenced the decision
Involve	We will work with you to ensure your concerns are reflected in the alternatives developed, and provide feedback on how the public’s input influenced the decision

The following means will be used to keep the community and stakeholders well informed and obtain valuable feedback on the Project:

- Community and stakeholder briefings;
- Face to face meetings;
- Annual reporting to shareholders and the KGL Board which are made publicly available;
- Media releases;
- Newsletters;
- The establishment of a community liaison committee;
- Email;
- A telephone enquiry line;
- Community noticeboards;
- Posting regular updates and community reports on the KGL website;
- Ongoing liaison with pastoralists and the Bonya community;
- Annual satisfaction surveys;
- The maintenance of easily accessible public enquiry methods; and
- Communication with the Gemtree Caravan Park and other tourism bodies during peak tourist season.

Community Liaison Committee

A Community Liaison Committee will be set up to provide stakeholders with direct access to Project representatives and provide an opportunity for community input. This Committee will be made up of KGL representatives, Traditional Owners, local and territory government representatives, pastoralists, tourism and emergency services representatives. The scope of the half yearly meetings will include local and Indigenous employment, community development initiatives and sponsorship, rehabilitation progress, discussion of the Annual Report.

Stakeholder Engagement Strategy

Stakeholder	Information/Scope	Strategy	Engagement Level
Bonya Aboriginal Community	Employment and training opportunities Protection of cultural heritage values Impacts on community cohesion and social infrastructure Community safety and wellbeing Traffic impacts	Meetings, Project briefings and updates Newsletters Community noticeboards Annual surveys	Consult/Involve
Jervois and Lucy Creek pastoral lease holders	Impacts to pastoral activities Water resources Traffic impacts	Phone calls and emails Face to face meetings Newsletters Annual surveys	Consult/Involve
Arramwelke Aboriginal Corporation	MOU with KGL – jobs and business opportunities for community members Impacts on community cohesion and social infrastructure Community safety and wellbeing Traffic impacts	Phone calls and emails Meetings, Project briefings and updates Newsletters Community noticeboards Annual surveys	Consult/Involve
Traditional Owners, the Arrernte people	Employment and training opportunities Protection of cultural heritage values Impacts on community cohesion and social infrastructure Community safety and wellbeing Traffic impacts	Phone calls and emails Meetings, Project briefings and updates Newsletters Community noticeboards Annual surveys	Consult/Involve
Atitjere Community	Employment and training opportunities	Phone calls and emails	Consult/Involve

Stakeholder	Information/Scope	Strategy	Engagement Level
	Impacts on community cohesion and social infrastructure Community safety and wellbeing Traffic impacts	Meetings, Project briefings and updates Newsletters Community noticeboards Annual surveys	
Central Land Council	Protection of cultural heritage values Jobs, royalties, impacts to traditional activities and disruption to community cohesion	Phone calls and emails Meetings, Project briefings and updates	Consult/Involve
Alice Springs Community	Employment and training opportunities Business opportunities Community benefits	Project briefings and updates Media releases	Consult
Harts Range Police	Traffic incidents and management Emergency management Impacts on community cohesion, safety and wellbeing	Phone calls and emails Briefings, meetings and Project updates Newsletters Government coordination group meetings	Consult
Fire and Emergency Services	Traffic incidents and management Emergency management	Phone calls and emails Briefings, meetings and Project updates Government coordination group meetings	Consult
Gemtree Caravan Park	Impacts on business and tourism Traffic impacts	Phone calls and emails Meetings, Project briefings and updates Newsletters Annual surveys	Consult

Stakeholder	Information/Scope	Strategy	Engagement Level
Tourism Central Australia	Impacts on tourism Traffic impacts	Phone calls and emails Meetings, Project briefings and updates Annual surveys	Consult
Outback Way Committee	Impacts on tourism Traffic impacts	Phone calls and emails Meetings, Project briefings and updates Annual surveys	Consult
Alice Springs Regional Economic Development Committee	Employment and training opportunities Business opportunities Building local capacity to provide services and supplies to mining Projects	Meetings, Project briefings and updates Local Industry Participation Plan	Consult
Chamber of Commerce NT	Employment and training opportunities Business opportunities Building local capacity to provide services and supplies to mining Projects	Meetings, Project briefings and updates Local Industry Participation Plan	Consult
Industry Capability Network (ICN)	Early information on jobs and business opportunities Building local capacity to provide services and supplies to mining Projects Packaging of work to suit local capabilities	Meetings, Project briefings and updates Local Industry Participation Plan	Consult
Central Desert Regional Council	Community benefits, opportunities for local businesses, impacts on local amenity, traffic management and safety.	Project briefings and updates	Consult
Department of Primary Industries and Resources	Project approvals and compliance	Phone calls and emails Briefings and meetings	Inform/Consult

Stakeholder	Information/Scope	Strategy	Engagement Level
Environment Protection Authority	Impacts to the natural environment	Phone calls and emails Briefings and meetings	Inform/Consult
Department of Environment and Natural Resources	Water and natural environment issues	Phone calls and emails Briefings and meetings	Inform/Consult
Department of Infrastructure, Planning and Logistics	Transport issues, traffic and road management	Phone calls and emails Briefings and meetings	Inform/Consult
Department of Trade, Business and Innovation	Employment and training opportunities Business opportunities Building local capacity to provide services and supplies to mining Projects	Project briefings and updates	Inform/Consult

Implementation Plan

Activity	Detail	Stakeholders	Timing
Meet with stakeholders	Provide updates on timing of Project development	Bonya Aboriginal Community Arramwelke Aboriginal Corporation Traditional Owners Atitjere Community Central Land Council Local pastoralists Alice Springs Community Harts Range Police Gemtree Caravan Park	Mid-late 2020 Post approvals

Activity	Detail	Stakeholders	Timing
		Central Desert Regional Council	
Update KGL website	Provide updates on Project approvals and timing of Project development		Quarterly & as needed
Media release	Provide updates on Project approvals and timing of Project development	Alice Springs Community	Mid-late 2020 Post approvals
Project briefings	Employment and training opportunities Business opportunities Building local capacity to provide services and supplies to mining Projects	Arramwelke Aboriginal Corporation Central Land Council Alice Springs Regional Economic Development Committee Chamber of Commerce NT Industry Capability Network (ICN)	Mid-late 2020 Post approvals/pre-mining
Meet with tourism stakeholders	Discuss impacts on tourist numbers on the Plenty Highway	Tourism Central Australia Outback Way Committee Gemtree Caravan Park	Peak tourist season – May to September
Social Impact Management Report	Prepare and post on KGL website as required by NT EPA recommendation 22	DPIR NT EPA	Prior to construction Annually
Community Liaison Committee Meetings	Provide Project updates Discuss concerns/suggestions/feedback Agenda to include local and Indigenous employment, community development initiatives and sponsorship, rehabilitation progress, discussion of the Annual Report.	Traditional Owners Central Land Council Local and territory government representatives Pastoralists Tourism representatives Emergency services representatives	March/April 2021 September/October 2021 Biannually

Activity	Detail	Stakeholders	Timing
Newsletters & community noticeboards	Prepare and distribute newsletters Include KGL email and telephone number Provide details on complaints process	Bonya community Arramwelke Aboriginal Corporation Traditional Owners Atitjere Community Local pastoralists Harts Range Police Gemtree Caravan Park	Mid-late 2020 Post approvals Biannually after Community Liaison Committee meetings
Annual satisfaction survey	Prepare and distribute survey	Bonya community Arramwelke Aboriginal Corporation Traditional Owners Atitjere Community Local pastoralists Gemtree Caravan Park Tourism Central Australia Outback Way Committee	Mid-late 2021 Annually
KGL Annual Report	Prepare and publish on KGL website Provide hard copies as requested		March 2021 Annually

Complaints

As part of their commitment to maintaining positive relations with stakeholders, KGL will place a priority on addressing complaints and aim to resolve complaints in a timely manner. Upon receipt of a complaint, the Environmental Manager or the Occupational Health and Safety Manager will provide confirmation to the complainant that their concerns have been noted and that investigations will commence immediately. Once follow up actions are complete and the complaint has been resolved, the complainant will again be notified. If a complaint cannot be resolved immediately or in a timely manner, the complainant will be advised of the actions proposed and an estimated timeframe to address their complaint.

As detailed in Section 9.1 of the SIMP, complaints will be reported in the Annual Report, at monthly site meetings, at toolbox talks if required and recorded in the Complaints Register. The SIMP contains a Complaint Report template which must be completed by the complainant, the site Environmental Manager or the Occupational Health and Safety Manager.

Complaints can be made by telephone, email, in writing or through face to face verbal communication.

Consultation Records

The Environmental Manager will maintain a stakeholder consultation register to record:

- Date and time of consultations;
- Form of consultations (email, telephone, meeting, newsletter);
- Parties and persons present; and
- Summary of issues discussed and commitments made.

Copies of minutes will be prepared for all meetings and distributed to the parties involved.

Monitoring

An annual review of community engagement statistics and trends on feedback will be undertaken by the Environmental Manager to determine that this strategy is effective and any improvements that are required. The Annual Report will include a summary of stakeholder consultations taken throughout the reporting period and include the number of complaints received.

Reporting

The Annual Report will be accessible through the KGL website, via email or a hard copy can be provided depending on the needs of stakeholders. The Annual Report will include:

- A summary of the company's social and environmental performance including the measurement of environmental indicators against baseline data;
- Mine closure monitoring results and progress towards mine closure criteria;
- A summary of consultations held with stakeholders;
- The number of complaints received;
- Sponsorship programs;
- Workforce accidents and incidents;
- Indigenous and local employment;
- Local contracts awarded; and
- Traffic statistics and incidents.

A3 Indigenous Employment and Training Strategy

KGL Resources will work in partnership with Indigenous people and traditional owners to make sustainable improvements for Indigenous people. Our approach will be characterised by effective two-way communication, consultation and partnering.

Specifically, KGL Resources will endeavour to:

1. Improve the understanding of each other's concerns and aspirations through meaningful consultation;
2. Promote employment, education and training opportunities for Indigenous people;
3. Understand the responsibilities Indigenous people have to their traditional culture and assist in developing processes that allow for partnerships without hindering that responsibility;
4. Assist Indigenous people in identifying positive economic development opportunities and if appropriate, work towards developing and implementing partnerships;
5. Develop and implement appropriate Indigenous awareness training to assist employees to gain an understanding of local culture; and
6. Provide a working environment that is culturally sensitive and supportive for all employees.

Key issues identified through community liaison over the past 18 months relating to the employment of members of local Aboriginal communities include the low take up of jobs by local Indigenous people due to a lack of work-readiness and cultural issues. To overcome these issues, employment for local Aboriginal communities generated by the Project will be facilitated through the implementation of an indigenous employment and training plan.

Indigenous Employment and Training Plan

Key issues considered in the Indigenous Employment and Training Plan (IETP) will include:

- Barriers to employment;
- Support mechanisms to address cultural and family obligations;
- Matching work-ready skills to ensure successful employment;
- Working with local employment and training providers;
- Collaboration with communities, the Territory and Federal Governments; and
- Development of policies and procedures to include mentoring and provide a safe and welcoming workplace for Indigenous men and women.

The IETP is being designed to allow participants to take ownership and responsibility, ultimately working towards securing sustainable employment associated with the Jervois Base Metals Project for the long-term.

KGL is aware from comments from local stakeholders, that training of large numbers of community members without specific, targeted positions in the workforce, would be detrimental to community expectations during the early development of the Project.

During consultations to date with the Department of the Prime Minister, CLC, Arramwelke Corporation, and Local Registered Training Providers, KGL initially outlined 29 "Entry Level" employment positions, which KGL expect to be available to local community members during the construction and early production phases of the Project. KGL view the training and employment for these positions as a pilot program to facilitate consultation with all the relevant stakeholders, including the CLC, to determine the optimal training and recruitment processes for further long term, permanent employment positions.

The IETP is planned to be a continually evolving plan that can adapt to changing circumstances, recruitment availability and feedback from each stage of the plan. The initial plan is outlined in six Stages.

Stage 1 – Identification of Start-up Opportunities Specifically for Indigenous Candidates

The first stage of the plan has been to review the overall estimated workforce positions to identify potential “Entry Level Opportunities”. These are defined as positions that can be made available specifically to Indigenous applicants, that only require applicants to fulfill basic “work ready” criteria. The 29 positions that have been identified as Entry Level Opportunities are provided in Table 1.

Table 1 – Entry Level Employment Opportunities

Description	Number	Shifts
OPEN PIT MINING OPERATORS		
Trucks Cat 777	3	Day & Night
Watercart 50t	1	Day & Night
UNDERGROUND MINING OPERATORS		
Dev Nipper/Offsider	2	Day & Night
Trucks	2	Day & Night
Pump truck	2	Day & Night
MINING ANCILLARY		
Survey Assistant	1	Day
Geological Technician	1	Day
ADMINISTRATION/PROCESSING		
Warehouse Officer	1	Day
Bus Driver	1	Day
Milling Operator	1	Day & Night
Conc. Dewatering/Handling Operators	1	Day & Night
Reagent Mixing/Clean-up Operators	1	Day & Night
Kitchen Hand	2	Day
Cleaner	4	Day
LABORATORY		
Laboratory Technicians	2	Day
PROCESS MAINTENANCE		
Trades Assistants	2	Day
ROAD HAULAGE		
Triple Road Train Operators	2	Day & Night
Total Personnel	29	

The Entry Level Opportunities are positions that will be available with KGL Resources and the major contractors involved with the on-going operations of the Project so that employment is targeted at long-term, permanent employment.

Stage 2 – Work Ready Requirements

In order to provide opportunities to the maximum number of applicants, work ready requirements to commence the program are minimal. These include a suitable pre-employment medical assessment, communication of any prior education and work history (if any) and reference(s) from any previous employer or education provider.

There are specific positions that will require a current NT Driver's Licence.

Stage 3 – Pre-work Engagement

Initially applicants will be employed on a casual basis for one month. This period will be designed to determine if the applicant is able to adjust to the initial change in circumstances related to work rosters, the work environment and changes from the cultural and social environment from which each candidate has come.

During this stage each candidate will work alongside an experienced employee in the role for which the candidate has applied. This will allow completion of tasks associated with the position, interaction with the work group associated with the position, experience of the work roster, accommodation and out of worktime activities and routines.

This period will ensure that the candidate gains a clear understanding of the employer's expectations and the requirements associated with the role. This period will include any required and immediate on the job training.

During this stage each candidate's progress will be monitored by the nominated Indigenous Training Liaison Officer, who will provide mentoring guidance and progress reviews for each candidate.

Stage 4 – Employment Assessment

During the second two weeks of Stage 3, the Indigenous Training Liaison Officer, together with the Department Manager for the work area in which a candidate has been working, will assess the suitability of the candidate for the position, the work area environment and cultural and social adaptation. This review will identify possible further training requirements for the individual, preferred accommodation preferences, such as Village accommodation or daily return home (if practical) and confirmation from the candidate that they wish to secure the position.

Stage 5 – Full Employment

Following confirmation from a candidate that they wish to be considered for a position, the candidate will be employed by KGL Resources or the relevant contractor responsible for the position.

Once employed each candidate will be eligible for all further skills training available for the position and will continue to have access to mentoring from the Indigenous Training Liaison Officer.

Stage 6 – Operations Phase

Once the initial 29 candidates have transferred to full time employment, a second program will commence to review candidates (Stage 2) and to commence Stage 3 with new candidates. Once the second group of candidates have successfully completed Stage 4 of the program, they will be nominated as the preferred candidate for the next available vacancy for that position.

Further Indigenous employment opportunities will be available for candidates with existing experience and skill sets required by the Project, in addition to those Entry Level Opportunities which are the subject of the training program outlined above.

For all positions where candidates possess the same levels of training and experience, priority will be based on residential circumstance, in the following manner:

- Preference 1 – resident in the Akityarre Ward of the Central Dessert Council Area;
- Preference 2
 - resident in the Amatjere Ward of the Central Dessert Council Area;
 - resident in the Alyawarr Ward of the Barkly Council Area;
 - resident in the Rodinga Ward of the MacDonnell Council Area;
- Preference 3 – resident of the Northern Territory
- Preference 4 – resident of Australia.

A4 Local Industry Participation Plan

KGL Resources intend to maximise local industry participation in the construction and operational phases of the Jervois Base Metal Project. Where local industry can fulfill the delivery of supply and/or services to the Project, KGL and its major contractors will purchase locally, provide full, fair and reasonable opportunities for local businesses and target joint ventures with local businesses. Local industry will need to be economically competitive to participate.

KGL will liaise with, and take advice from the Department of Trade, Business and Innovation in relation to aligning the Local Industry Participation Plan and the Territory Benefits Policy. KGL is also committed to working with the ICN NT, the local Chamber of Commerce, Regional Economic Development Corporations and the NT Government to obtain advice on packaging works in a manner which suits local companies and can assist with enterprise development and provide business upskilling opportunities. KGL will also work with these organisations to ensure procurement standards and expectations are met through good communication practices.

Opportunities arising from the development of the Project will be managed and enhanced through measures such as the continued development of this Local Industry Participation Plan, and mechanisms such as the MOU between KGL and the Arramwelke Aboriginal Corporation.

On completion of the project feasibility, which is expected mid-2020, detailed supply requirements and work packages will be confirmed. These will then be made available, following approval of the Mining Management Plan and approval from KGL Resources for the Project to proceed.

Where KGL Resources or its major contractors need to subcontract the delivery of all or part of these work packages and services, KGL Resources will endeavour to:

- Ensure local (NT) Industry is given full, fair and reasonable opportunity to participate;
- Increase access to and raise awareness of local industry capability to KGL's major contractors;
- Provide supply opportunities to local industry;
- Encourage supply chains to adopt world's best practice in innovation, technologies and materials;
- Provide opportunities for local industry to develop import replacement capacity;
- Increase apprenticeship, training and job opportunities;
- Support the local economy through employment and training initiatives; and
- Introduce or adopt best practice in innovation, technologies and materials.

In order to maximise local content in the Jervois Project, KGL Resources will:

- Provide feedback to unsuccessful bidders seeking subcontract opportunities;
- Liaise with the ICN NT on local industry participation issues;
- Review service and supply contracts to determine if either the whole or part of the contract can be fulfilled from regional delivery;
- Ensure subcontractors that outsource components of the package to other businesses fulfill the obligation to provide full, fair and reasonable opportunity to local industry; and
- Specify all required standards to any local subcontractors which are expected to be the relevant Australian standards.

On completion of the project feasibility when detailed supply requirements and work packages can be confirmed, specific targets for awarding local contracts will be discussed with ICN NT, the local Chamber of Commerce and Regional Economic Development Corporations.

A5 Project Stakeholders

Stakeholder	Contact Details
<i>Emergency Services</i>	
Police, Ambulance, Fire (emergencies)	000
NTPFES – Emergency Services	132 500
NTPFES – Police Assistance (non-emergencies)	131 444
NTPFES – Fire Assistance	(08) 8999 3473
Harts Range Police Station	(08) 8956 9772
Alice Springs Police	(08) 8951 8823
<i>Government Departments</i>	
Central Australian Health Service	(08) 8951 5294
NT Environment Protection Authority	(08) 8924 4218
Department of Environment and Natural Resources	(08) 8999 5511
Department of Primary Industries and Resources	(08) 8999 2006
Department of Infrastructure, Planning and Logistics	(08) 8999 6435
Water Resources (Alice Springs)	(08) 8951 9215
Department of Aboriginal Affairs	
Department of Trade, Business and Innovation	1800 193 111
Department of Education	(08) 8999 5684
Regional Coordination Group (includes representatives from all NT government departments in Central Australia)	
Central Desert Regional Council	(08) 8958 9500
<i>Tourism Stakeholders</i>	
Gemtree Caravan Park	(08) 8956 9855
Tourism Central Australia	(08) 8952 5800
Outback Way Committee	0418 785 285
<i>Employment, Training and Economic Development</i>	

Alice Springs/Central Australia Regional Economic Development Committee	(08) 8951 5785
Industry Capability Network NT	(08) 8922 9422
My Pathway	1800 319 588
Chamber of Commerce NT	(08) 8952 4377
Aboriginal Community	
Traditional Owners, the Arrernte people	
Bonya community	Admin (08) 8956 6366 Clinic (08) 8956 6300
Atitjere community store	(08) 8956 9773
Central Land Council	(08) 8951 6211
Pastoral Lease Holders	
Jervois pastoral leaseholders	
Lucy Creek pastoral leaseholders	
Non-Government Organisations	
Minerals Council Australia, NT Division	(08) 8981 4486
Arid Lands Environment Centre	(08) 8952 2497
Political	
Member for Lingiari, Warren Snowdon	(08) 8952 9696 (08) 8952 9415 (08) 8952 5922

A6 Socio-Economic Performance Indicators

Economic	
Direct and indirect jobs and training for local Indigenous people and residents in Alice Springs	Number of locals who win jobs
	Retention rates for local workers
	Local Indigenous proportion of workforce
	Number of Alice Springs residents who win jobs
	Retention rates for Alice Springs workers
	Alice Springs proportion of workforce
	Number of families who relocate
Boost to local business being awarded contracts from the Project	Number of local contracts awarded
	Value of local contracts awarded
	Change in regional GSP
Reduction in tourist traffic due to increased Project traffic	Economic indicators
Mobilisation of workforce and paid work resulting in displacement of other sectors through crowding out	Occupancy rates of short-term accommodation
	Number of bed nights used by the Project in Alice Springs
	Number of seats taken up on regional flights
	Cost and availability of regional flights
Direct and indirect jobs and training - expectations of local jobs not met, low take up of jobs by local Indigenous people due to lack of work-readiness, structural and cultural issues	Number of locals who win jobs
	Number of unsuccessful local applicants
	Number of training courses attended by local people
	Retention rates for local workers
	Proportion of workforce that is local
	Number of local Indigenous people who win jobs
	Number of unsuccessful local Indigenous applicants
	Retention rates for local Indigenous workers
Proportion of workforce that is local Indigenous	
Project activities - reduced productivity of pastoralists	Feedback from pastoralists
	Economic indicators
Local content targets not met due to lack of capacity or skills – loss of opportunity to local businesses	Number of local contracts awarded
	Value of local contracts awarded
	Complaints from local companies

Expectations of boost to local and/or regional economy not met	Number of local contracts awarded.
	Value of local contracts awarded
	Complaints from local companies
	Number of locals employed
Project activities affect other sectors - reduced productivity of other sectors (e.g. loss of staff)	Number of staff coming from other local jobs
	Job vacancies
Social	
Distribution of sponsorship funds and royalties to local community	Number of sponsorship projects and expenditure on community events and infrastructure projects
Direct and indirect jobs and training for local Indigenous people and residents in Alice Springs	Number of relevant training courses attended by local Indigenous people
	Employment and retention rates of local Indigenous people
	Number of local Indigenous people in paid employment compared to previously
Influx of Indigenous people back to communities - high expectation of benefits such as job opportunities from the community/honeypot effect	Demographic data and trends
Fears of impacts to water resources	Concerns about Projects use of water (survey)
	Aquifer levels
	Pumping rates for bores
	Complaints
Mobilisation of workforce and paid work - reduced community or social cohesion	Number of complaints from community
	Level of community concern (as measured in a survey)
	Reports of conflict
	Feelings of safety and wellbeing
Increased pressure on local services (health, police) - drawing on local services and infrastructure, inadequate emergency response	Project staff presenting to local health services
	Number of medical evacuations requiring health triage
	Number of incidents requiring emergency services response
	Number and severity of road trauma incidents involving Project vehicles
	Number of complaints from community

Drugs or alcohol brought to site by mine worker - reduced sense of safety and wellbeing in nearby communities	Level of community concern (as measured in a survey)
	Increase in complaints or reports to police
Influx of predominantly male workforce - health and social impacts arising from interaction between locals and workforce	Reports of issues concerning interactions between locals and workers
	Complaints about worker behaviour
	Level of community concern (survey)
Traffic	
Project traffic - increased road trauma on local roads	Number of road trauma incidents involving property damage, death or injury
Project traffic - reduction in tourist activity in the region	Tourism visitation figures
	Reduction in road traffic on the Plenty Highway during peak tourist period
	Feedback from tourism operators
Project activities - reduced productivity of pastoralists	Feedback from pastoralists

A7 Complaint Report

COMPLAINT REPORT

Date and Time of Complaint:

Location:

Details of Person who Reported the Complaint

Name:

Phone No:

Address:

Email:

Details of Complaint/Incident:

Investigation and Actions Undertaken:

Outcome/Resolution:

Follow Up Actions Required:

Response to Person who made the Complaint:

Name & Title of Respondent:

Date/Time:

Format:

Recorded on Complaints Register:

Yes

No

Name of Coordinator/Respondent:

Signature:

Date:

A8 Complaints Register

Date	Details	Corrective Actions Taken	Responsibility	Close Out Date

