



**MULTICOM**

# **SAINT ELMO MINE**

## **Community and Stakeholder Engagement Plan**

Reference: PLN-027



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## 1. PURPOSE

This Community and Stakeholder Engagement Plan (CSEP) identifies relevant stakeholders across the life of the Saint Elmo Mine Project and details engagement tools and activities that support Multicom to contribute to the local community and better integrate its operations and people within the community.

This plan outlines how stakeholder engagement will be planned, managed and reviewed. It has been developed based on the assessments and engagement carried out to date, taking into consideration community concerns, issues, opportunities, risks and interests.

The development of this plan is guided by the following:

- Social Impact Assessment Guideline (DSDMIP 2018)
- Findings from the Social Impact Assessment (Appendix 7 of the Project EIS)
- Findings from the Community Consultation conducted for the Project EIS
- POL-003 Community Interface Policy
- Best practice based on other recent projects in Queensland

### 1.1 Objectives

The objectives of the Community and Stakeholder Engagement Plan include the following:

- Identify stakeholders that are affected or have an interest in the Project
- Identify stakeholders' issues and information needs
- Facilitate two-way engagement with stakeholders
- Provide accurate, timely and relevant information to stakeholders
- Establish consultation methods that promote ongoing and effective relationships with key stakeholders
- Establish a complaints management and dispute resolution process to ensure complaints are recorded and responded to in a timely and effective manner
- Ensure project planning and delivery are informed by stakeholder views
- Ensure transparent and inclusive community and stakeholder engagement informs the SIMP and the ongoing management and monitoring of potential social impacts during all phases of the project

### 1.2 Scope

This plan outlines:

- Roles and responsibilities
- Multicom's commitment to open and transparent communications with the Project's key stakeholders
- Multicom's approach to engagement planning and management, including stakeholder identification and tools
- Complaints and dispute resolution processes
- Engagement activities during all phases of the Project
- Monitoring and reporting requirements

**1.3 Multicom’s Commitment to Community Engagement**

Multicom’s social license is a critical element of its success. In accordance with Company values, it is imperative that Multicom demonstrates that it is contributing to society and, in particular, enhancing Julia Creek and the surrounding region.

Key to achieving this has been working with the McKinlay Shire Council to establish a suitable social framework in which the Project can contribute and integrate operations and people within the communities.

The Project will target local employment, engagement and spending as a priority with a view to sustainably developing and growing the local workforce and businesses. This will extend across the northwest region of Queensland to reflect the long-term strategy for Multicom to grow its business in this region. This engagement will also extend beyond the townships and into the more rural communities, including indigenous communities, to maximise their opportunity for participation in Multicom’s projects.

**2. DEFINITIONS AND ABBREVIATIONS**

The following definitions and abbreviations are used in this plan.

CSEP	Community and Stakeholder Engagement Plan
ECF	Enquiry, Complaints and Feedback
EIS	Environmental Impact Statement
SIMP	Social Impact Management Plan
SSE	Site Senior Executive

**3. ROLES AND RESPONSIBILITIES**

Key roles and responsibilities are provided in Table 1.

**Table 1 – Key Roles and Responsibilities**

Role	Responsibilities
<b>Site Senior Executive (SSE) / Chief Operations Officer / Project General Manager</b>	<ul style="list-style-type: none"> <li>▪ Ensures sufficient resources are available to enable this CSEP to be appropriately implemented</li> <li>▪ Reviews and updates this CSEP</li> <li>▪ Participates in the implementation of this CSEP, as required</li> <li>▪ Ensures the Project adheres to the CSEP</li> <li>▪ Monitors and reviews the performance of the Mine (construction and operations phase) in relation to this CSEP</li> <li>▪ Organises internal and external audits of this CSEP and undertakes a revision to the CSEP, where necessary</li> <li>▪ Oversees the non-compliance and any complaint-based investigations and develops a plan to avoid or mitigate potential similar future incidents</li> </ul>

	<ul style="list-style-type: none"> <li>Identifies improvement opportunities in this CSEP.</li> </ul>
<b>Community Engagement Team</b>	<ul style="list-style-type: none"> <li>Monitors, records, responds and closes out community feedback / complaints in coordination with the SSE</li> </ul>
<b>Contractor Management</b>	<ul style="list-style-type: none"> <li>Complies with the requirements of this plan</li> <li>Actively communicates the requirements of this CSEP to the workforce</li> <li>Reports on the performance against this CSEP</li> </ul>
<b>General site personnel (including contractors and subcontractors)</b>	<ul style="list-style-type: none"> <li>Adheres to the management requirements outlined in this CSEP</li> <li>Undertakes training and inductions provided by the SSE</li> <li>Reports any complaints received from the community to their supervisor or the SSE as soon as possible</li> </ul>

## 4. COMMUNITY ENGAGEMENT MANAGEMENT

### 4.1 Stakeholders

Prior to the commencement of consultation for the Environmental Impact Assessment (EIS) approvals pathway, a scoping study was undertaken to define the key stakeholders who would be potentially directly and / or indirectly affected by the Project. This list was reviewed and expanded throughout the consultation and engagement program. Stakeholders are defined as anyone who may have an interest or stake in the Project and its outcome.

Various individuals and groups will have varying degrees of interest and influence over the Project, and at different stages of the Project.

The range of stakeholders and members of the public provided with the opportunity to participate in the consultation process are summarised in **Table 2**, including a list of interests in the Project.

**Table 2 – Categories of Stakeholders and Potential Interests**

Category	Relevant Stakeholder	Potential Interest
Direct landholders	<ul style="list-style-type: none"> <li>Property owner within mine lease (MLA100162) and OWSF (MLA100244, MLA100245 and MLA100246)</li> </ul>	<ul style="list-style-type: none"> <li>Landholder Agreements</li> <li>Lawful management of the land</li> <li>Land rehabilitation and post-mining land uses</li> <li>Biosecurity control</li> <li>Site access and unauthorised access controls</li> <li>Noise and dust emissions</li> <li>Impact of water use</li> </ul>

Category	Relevant Stakeholder	Potential Interest
Adjoining landholders	<ul style="list-style-type: none"> <li>Landholders whose property is adjoining the Project site. There are four identified landholders.</li> </ul>	<ul style="list-style-type: none"> <li>Noise and dust emissions</li> <li>Management of offsite impacts</li> <li>Land rehabilitation and post-mining land uses</li> <li>Transport and road impacts</li> <li>Improved community amenities from a larger town</li> <li>Increased traffic</li> <li>Water impacts</li> </ul>
Federal, State and Local Government Representatives	<p><b>Federal</b></p> <ul style="list-style-type: none"> <li>Department of Agriculture, Water and the Environment</li> <li>Kennedy Federal Division</li> </ul>	<ul style="list-style-type: none"> <li>Offsets for MNES</li> </ul>
	<p><b>State</b></p> <ul style="list-style-type: none"> <li>Department of Environment and Science</li> <li>Department of Resources</li> <li>Department of Communities, Disability Services and Seniors</li> <li>Department of Children, Youth Justice and Multicultural Affairs</li> <li>Department of State Development, Infrastructure, Local Government and Planning (including Northwest Minerals Province Taskforce and Office of the Coordinator General)</li> <li>Department of Communities, Housing and Digital Economy</li> <li>Department of Employment, Small Business and Training</li> <li>Department of Aboriginal and Torres Straight Island Partnerships</li> <li>Department of Education</li> <li>Traeger State Electorate</li> </ul>	<ul style="list-style-type: none"> <li>EA application and PRC plan</li> <li>Environmental management plans</li> <li>Water supply and infrastructure</li> <li>Compliance with operational plans and safety</li> <li>Mine closure</li> <li>Transport and road impacts</li> <li>Road Use Management Plan</li> <li>Offset management plan</li> <li>Impacts on local and regional surface and groundwater</li> <li>Emergency / disaster management coordination</li> <li>Employment opportunities</li> <li>Socio-economic impacts</li> <li>Biosecurity control</li> </ul>

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Category	Relevant Stakeholder	Potential Interest
	<p><b>Local Government</b></p> <ul style="list-style-type: none"> <li>▪ McKinlay Shire Council</li> <li>▪ Cloncurry Shire Council</li> <li>▪ Mount Isa City Council</li> <li>▪ Richmond Shire Council</li> <li>▪ Townsville City Council</li> </ul> <p><b>Government Service Representatives</b></p> <ul style="list-style-type: none"> <li>▪ Queensland Police</li> <li>▪ Queensland Ambulance Service</li> <li>▪ Queensland Fire and Emergency Services</li> <li>▪ Queensland Health</li> </ul> <p><b>Infrastructure and Utilities Providers</b></p> <ul style="list-style-type: none"> <li>▪ Aurizon</li> <li>▪ Queensland Rail</li> <li>▪ Cloncurry Airport</li> <li>▪ Department of Natural Resources, Mines and Energy</li> <li>▪ Department of Transport and Main Roads</li> <li>▪ Ergon Energy</li> <li>▪ Julia Creek Airport (McKinlay Shire Council)</li> <li>▪ Mount Isa Airport</li> <li>▪ Port of Townsville</li> <li>▪ Telstra</li> <li>▪ Townsville City Council</li> </ul>	

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Category	Relevant Stakeholder	Potential Interest
Business Operators and Representatives	<ul style="list-style-type: none"> <li>▪ Queensland Resources Council</li> <li>▪ North West Chamber of Commerce</li> <li>▪ Mount Isa Townsville Economic Zone</li> <li>▪ Townsville Enterprise Short term accommodation providers, including: Julia Creek Caravan Park, Julia Creek Villas; Corella Creek Country Farm Stay; Cloncurry Discovery Parks; Gannon's Hotel.</li> <li>▪ Retail businesses, including Elders Rural, Information Centre, Julia Creek News, Pharmacy and Gift Shop; Corina's Catering; Grocery shops; hardware shops, roadhouse tyre distributor.</li> <li>▪ Contractors including bulk haulage, plumbers, construction companies, distribution companies; field mining services, mobile workshops; electrical contractors; grader and water tanker hire.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Opportunities for employment</li> <li>▪ Increased traffic</li> <li>▪ Water requirements</li> </ul>
Special Interest Groups	<ul style="list-style-type: none"> <li>▪ Community associations such as Country Women's Association, Julia Creek Lions Club and Julia Creek Lions Ladies</li> <li>▪ Educational providers such as Julia Creek Early Learning Centre and Julia Creek State School</li> <li>▪ Various sporting and social groups such as Julia Creek Pony Club, Julia Creek Campdraft Association, Julia Creek Sporting Shooters Association, Julia Creek Swimming Club</li> <li>▪ Major event organisers such as Dirt N Dust Festival</li> <li>▪ Relevant groups associated with natural area management and species protection such as Southern Gulf NRM and the University of Queensland as research partners</li> <li>▪ Emergency Service Committees such as the Julia Creek Local Ambulance Committee and Fire Captain</li> </ul>	<ul style="list-style-type: none"> <li>▪ Dust emissions</li> <li>▪ Opportunities for employment</li> <li>▪ Landscape scale improvements in Prickly Acacia</li> <li>▪ Increased traffic</li> <li>▪ Water requirements</li> <li>▪ Capacity of school to support additional students</li> </ul>



Category	Relevant Stakeholder	Potential Interest
Local Community	<ul style="list-style-type: none"> <li>Residents or visitors to the McKinlay Shire region may have an interest in the Project.</li> </ul>	<ul style="list-style-type: none"> <li>Dust emissions</li> <li>Opportunities for employment</li> <li>Increased traffic on Flinders Highway</li> <li>Water requirements</li> <li>Planning for infrastructure needs to support increased population</li> <li>Supplier contract opportunities</li> <li>Opportunities for the community</li> </ul>
Indigenous Stakeholders	<ul style="list-style-type: none"> <li>Department of Aboriginal and Torres Strait Islander Partnerships Mount Isa</li> <li>Gidgee Healing, Mount Isa</li> <li>Queensland South Native Title Services</li> </ul>	<ul style="list-style-type: none"> <li>Opportunities for employment and procurement</li> </ul>

## 4.2 Engagement Tools

A summary of the general engagement tools utilised to meet the objectives of the stakeholder engagement plan are summarised in this section. The engagement methods used by Multicom vary depending on the stakeholder or stakeholder groups, as summarised in **Table 3**.

### 4.2.1 Direct stakeholder engagement

Direct stakeholder engagement, includes telephone calls and face-to-face meetings with key stakeholders and groups in the neighbouring communities, including direct landholders, adjoining landholders, local, regional and state government representatives and special interest groups.

### 4.2.2 Newsletter

A newsletter is provided to affected and interested stakeholders and made publicly available on the Multicom website. The newsletter provides information about the Project’s progress, contact details and other areas of interest (e.g. environmental studies and community consultation events).

### 4.2.3 Public information sessions

Public information sessions allow information regarding the Project to be shared with the community and provide opportunities for members of the public to discuss any potential issues or concerns and provide feedback.

### 4.2.4 Community Response Lines

The community will be able to make phone contact via contact details published on Multicom’s public website available at: <https://mces.com.au/> under the section ‘Contact Us’. Phone calls made to this address are received and responded to by the Project Community Engagement team.

#### 4.2.5 Email

The community will be able to make email contact via contact details published on Multicom’s public website available at: <https://mcre.com.au/> under the section ‘Contact Us’. Emails sent to this address are received and responded to by the Project Community Engagement team.

#### 4.2.6 Multicom Website

Multicom maintains and regularly updates a public website (<https://www.mcre.com.au/>) which provides information on the Project, including newsletters and fact sheets, management plans, policies and contact details for Multicom representatives.

#### 4.2.7 Advertisement and Media

Media releases are used by Multicom on an as needs basis to address specific issues and events.

**Table 3: Engagement tools for stakeholder groups**

Consultation Technique	Direct Landholders	Adjoining Landholders	Local Community	Government and Elected Representatives	Special Interest Groups	Broader Community
Landholder Agreements	✓					
One on one meetings	✓	✓		✓	✓	✓
Newspaper Advertisement	✓	✓	✓	✓	✓	✓
Newsletter	✓	✓	✓	✓	✓	✓
Project Website / Phone / Email	✓	✓	✓	✓	✓	✓

### 4.3 Key Stakeholder Notification Protocols

Where necessary, advanced written notice will be provided via email (and phone if necessary) to relevant stakeholders that may be impacted by project related activities. For any particular activity or event, the Stakeholder and Communications Register will be used to identify potentially impacted stakeholders which contains their contact details. Generic information emails will be issued advising of the upcoming event and any potential short-term disruption that may result. If necessary, phone contact may be made on an as required basis.

### 4.4 Enquiry, Complaints and Feedback Management

Multicom is committed to working with stakeholders that may be impacted by the Project who wish to make a complaint or raise an issue. A senior representative of the Project will be responsible for all stakeholder liaison and will be the first point of contact for dealing with complaints, enquiries and comments related to the Project. They will be responsible for coordinating responses to complaints received and for monitoring the frequency and number of complaints received.

Multicom will develop and implement an Enquiry, Complaints and Feedback Management Procedure and make this available on its public website prior to construction. In addition, Multicom will develop and maintain an Enquiry, Complaints and Feedback (ECF) register to record details of all stakeholder contacts made and any necessary resolutions.

The following resources will be provided and promoted to allow community members and other stakeholders a direct path of communication to Multicom in relation to the Saint Elmo Project:

- Saint Elmo Project Community Contact number listed on Multicom’s website
- Dedicated community email address listed on Multicom’s website

All enquiries, complaints and feedback related to the Project will be able to be lodged in writing, via email or phone. An ECF form must be submitted and all details logged within the Project’s ECF register. The key steps in the ECF management procedure are:

- Engaging with the complainant within 24 hours of receipt of the complaint;
- Recording of the complaint in the complaints register;
- Assessing and responding to the complaint; and
- Escalating the complaint as appropriate.

All complaints will be investigated to determine validity, the source and underlying cause, provide a summary of corrective actions and follow-up to ensure corrective actions are implemented. Additional investigation(s) will be carried out where necessary.

#### 4.4.1 Dispute Resolution

Where a resolution cannot be achieved through the complaints process, Multicom will participate in mediated discussions by an independent party agreed between Multicom and the complainant and abide by the agreed resolution.

#### 4.5 Key Management Actions and Activities

**Table 4** summarises key community and stakeholder engagement actions and activities to be undertaken through the different phases of the Project.

**Table 4: Community and stakeholder engagement – key actions and activities**

Project Phase	Action / Activity	Timing	Responsibility	Stakeholders
<b>Pre-construction</b>	Establish detailed Community and Stakeholder Engagement Plan.	Pre-construction	Multicom	All identified in this Plan
	Establish project website and ongoing communication protocols with key stakeholders.	Pre-construction	Multicom	All identified in this Plan
	Establish ongoing communication protocols to provide advanced notice to relevant stakeholders of construction and operational activities with potential for disturbance, particularly directly affected landholders and near neighbours.	Pre-construction	Multicom	Directly affected landholders and residents
	Establish agreements with state and local government agencies	Pre-construction	Multicom	TBA
	Undertake further consultation with McKinlay Shire Council and service providers regarding potential project impacts on primary healthcare, education services, childcare and housing.	Pre-construction	Multicom	McKinlay Shire Council, Julia Creek State School, Julia Creek Early Learning Centre, Multi-purpose Health Service
	Develop a complaints management process and register / database	Pre-construction	Multicom	-
	Conduct workshops with emergency service providers to identify project risks and management / response measures	Pre-construction	Multicom	QFES Western Command, Julia Creek Ambulance Service, QPS - Julia Creek
	Establish protocols for communication and information transfer with Police and emergency services	Pre-construction	Multicom	QFES Western Command, Julia Creek Ambulance Service, QPS - Julia Creek
	Consult with the Department of Aboriginal and Torres Strait Islander Partnerships to establish plans and targets for training and employment and business procurement	Pre-construction	Multicom	DATSIP, Indigenous Employment and Training Providers in Mt Isa
	Hold pre-construction business briefings and tendering information workshops	Pre-construction	Multicom	Local and regional businesses
	Establish monitoring and reporting framework	Pre-Construction	Multicom	-
<b>Construction</b>	Implement community and stakeholder engagement plan for construction	Construction	Multicom	All identified in this plan
	Regular communication with directly affected landholders and near neighbours	Construction	Multicom / Contractor	Directly affected landholders and residents
	Timely communication with health and education service providers of project ramp-up timing and changes in workforce numbers	Construction	Multicom	McKinlay Shire Council, Julia Creek State School, Julia Creek Early Learning Centre, Multi-purpose Health Service
	Implement community and stakeholder engagement program for Construction			All identified in this Plan

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Project Phase	Action / Activity	Timing	Responsibility	Stakeholders
	Maintain and promote Project communication lines and website, including complaints management process	Construction	Multicom	All identified in this Plan
	Provide regular project updates via social media, print media and website	Construction	Multicom	All identified in this Plan
	Maintain complaints management process and database	Construction	Multicom	-
	Implementation of Indigenous participation strategies	Construction	Multicom	Training providers, DATSIP
	Liaise with health, education, and childcare providers re. changes in workforce numbers	Construction	Multicom	Qld Health, Multipurpose Health Centre, Education Qld, Julia Creek State School, McKinlay Shire Council
	Liaise with Council regarding housing availability and management	Construction	Multicom	McKinlay Shire Council
	Participate in Regional Industry Network forums	Construction	Multicom	
	Conduct pre-operations tender readiness workshops and local / regional business briefings	Construction	Multicom	Local and regional business owners
<b>Operations</b>	Implement community and stakeholder engagement program for Operations	Operations	Multicom	All identified in this Plan
	Maintain and promote Project communication lines and website, including complaints management process	Operations	Multicom	All identified in this Plan
	Provide regular project updates via social media, print media and website	Operations	Multicom	All identified in this Plan
	Maintain complaints management process and database	Operations	Multicom	-
	Implementation of Indigenous participation strategies	Operations	Multicom	DATSIP, Indigenous Employment and Training Providers, Indigenous Business
	Liaise with health, education, and childcare providers re. changes in workforce numbers and in-migrating personnel and families	Operations	Multicom	Qld Health, Multipurpose Health Centre, Education Qld, Julia Creek State School, McKinlay Shire Council
	Liaise with Council regarding housing availability and management	Operations	Multicom	McKinlay Shire Council
	Participate in Regional Industry Network forums	Operations	Multicom	Local and regional business owners
	Review of Community and Stakeholder Engagement Plan	Year 2 of Operations	Multicom	-

## 5. MONITORING AND REPORTING

Key Performance Indicators	Data Source	Reporting Frequency	Who
Establish an engagement program and agree on the metrics for ongoing tracking of engagement	Stakeholder and Communications Register	Prior to Construction	Multicom
Engagement program amended based on feedback to ensure it continues to be fit for operations.	This Plan	Prior to Operations	Multicom
Develop an Accommodation strategy with metrics for ongoing measurement of stakeholder impacts.	Workforce Housing and Accommodation Plan	Prior to Construction	Multicom
Government agencies updated on likely workforce and local resettlements	Workforce Housing and Accommodation Plan	Quarterly during construction	Multicom

## 6. REFERENCES AND RELATED DOCUMENTS

- FRM-132 Complaints Handling Report
- POL-003 Community Interface Policy
- REG-014 Landowner and Stakeholder Register
- Social Impact Assessment Guideline (DSDMIP 2018)
- Social Impact Assessment (Appendix 7 of the Project EIS)
- Community Consultation conducted for the Project EIS
- <https://www.m cres.com.au/>

## 7. APPENDICES

### 7.1 Appendix A – FRM-132 Complaints Handling Report



## 7.2 Appendix B – REG-014 Landowner and Stakeholder Register

