

➤ Strengthening community resilience – our social investment journey

2011–2020

December 2020



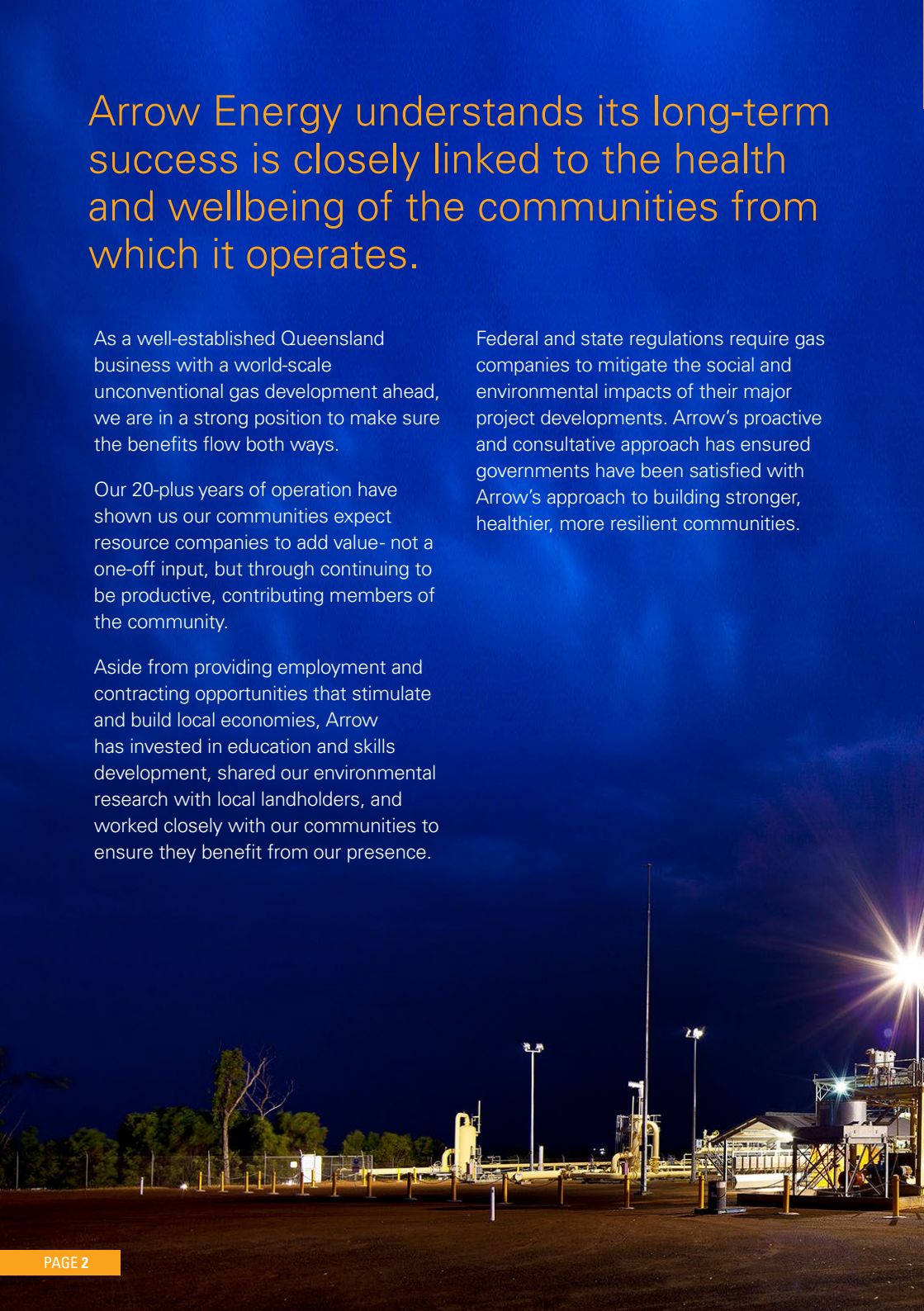
Arrow Energy understands its long-term success is closely linked to the health and wellbeing of the communities from which it operates.

As a well-established Queensland business with a world-scale unconventional gas development ahead, we are in a strong position to make sure the benefits flow both ways.

Our 20-plus years of operation have shown us our communities expect resource companies to add value- not a one-off input, but through continuing to be productive, contributing members of the community.

Aside from providing employment and contracting opportunities that stimulate and build local economies, Arrow has invested in education and skills development, shared our environmental research with local landholders, and worked closely with our communities to ensure they benefit from our presence.

Federal and state regulations require gas companies to mitigate the social and environmental impacts of their major project developments. Arrow's proactive and consultative approach has ensured governments have been satisfied with Arrow's approach to building stronger, healthier, more resilient communities.



Arrow's sustained social investment targets three areas:



health and safety



education



environment

Since 2011, we have invested in partnerships and initiatives that deliver services, activities and events which uphold our corporate values (Respect, Lead, Own, Integrate and Solve), and bring significant, local benefits that will, where possible, last beyond our projects.

The majority of this investment has supported Bowen and Surat basin communities in central and southern Queensland, respectively. These regions are the source of our gas reserves and our own future. Additionally, we apply our social investment in the state's capital, Brisbane, where Arrow is headquartered—often producing benefits for the regional areas at the same time.

To date, we have invested almost \$35 million in initiatives valued by our communities. We do this in several ways:

1. Flagship partnerships, which bring significant value and support to our communities through their services and community outreach programs
2. Community partnerships with diverse organisations, which deliver specific services and support to disadvantaged groups in our areas of operation
3. Our Brighter Futures community investment program, which offers small-scale investments to not-for-profit groups to address local needs through one-off activities, initiatives and projects.





Arrow is one of the four coal seam gas (CSG) company partners in the Surat Gas Aeromedical Service (SGAS), whose helicopters provide around-the-clock coverage for about 270,000km² of southern Queensland, across eight council boundaries and a population of nearly 210,000 people.

The service was created in 2011 to ensure gas company employees, their families and community members in South-Western Queensland had access to prompt emergency medical services and to minimize the impact on local medical services. In some areas, that coverage was previously unavailable.

SGAS's two state-of-the-art, medically configured Augusta Westland AW139 helicopters are based in Roma and Toowoomba.

They are equipped to respond to emergency incidents, search and rescue situations and to transport high-acuity medical patients, day or night.

The helicopter crews include a pilot, co-pilot, rescue crewman, critical care doctor and flight paramedic.

In 2020, the four funding partners – Arrow, Origin, Shell QGC business and Santos (GLNG) – announced a five-year extension of the SGAS contract with LifeFlight.

SGAS is one of the most visible ways the CSG industry puts back into the regional Queensland communities that support it.

The story so far:

- SGAS has conducted about 700 emergency missions since its inception
- The SGAS integrated aviation and medical team is permanently on call to provide 24-hour emergency care, seven days a week
- The SGAS members donate 150 hours to the community every year.



Since launching in October 2014, Australia's first mobile medical specialist clinic has continuously toured rural, regional and remote Queensland, bringing city-level medical intervention to communities for which this is otherwise a distant, costly, time-consuming luxury.

Australian Government data shows:

- Coronary heart disease was the leading cause of death across all remoteness areas. Age-standardised rates were higher in very remote (1.5 times) and remote areas (1.3 times) than for Australia overall.
- People living in remote and very remote areas were more likely to die from diabetes (1.8 and 3.5 times respectively), compared with Australia overall.

Arrow, with a significant regional workforce, saw the necessity of this service when Dr Rolf Gomes first pitched his concept for supporting Queenslanders outside the major population centres. Arrow signed on as foundation partner, helped Dr Gomes build his support base and brought Heart of Australia to life.

Originally a single, 18-wheeler clinic of cardiology and respiratory care, the service has attracted widespread support – now including state and federal government funding, along with a stream of corporate and private partners – and is on the verge of adding its fourth and fifth trucks. Its spread of services has widened as far as neurology, gastroenterology and gynaecology.

At present, it brings monthly clinics to more than 22 Queensland towns, from Cloncurry to Stanthorpe, but has plans to further expand in Queensland and across other states.

Arrow's own workers are entitled to yearly check-ups at Heart of Australia, ensuring those in living in regional areas are at no disadvantage to their Brisbane-based counterparts.

The story so far:

- 8000+ patients helped
- 350+ lives saved*
- 813km average travel distance saved per patient
- 15% of clients are Indigenous.





BRONCOS
BRISBANE



Flagship
Partner



Health and
Safety



Education



Surat Basin
Bowen Basin
Brisbane

Sport is a powerful vehicle for social change. It has the ability to unite communities, to lead and inspire people to be the best they can be, and provide pathways and opportunities to live positive, respectful and healthy lives.

In Queensland, the most popular sporting club is the Brisbane Broncos. The hero status of Brisbane's only National Rugby League teams – the Broncos Men's and Bronco's Women's – affords them a unique ability to communicate with people of all ages, but especially young people.

Arrow has put this to good use, using the Broncos to deliver a wide range of health and educational programs to communities in the Surat and Bowen basins since 2011.

These programs bring life to Arrow's commitments to use its presence to benefit communities in its operational footprint, and especially to commitments formalised in its Indigenous land use agreements and social impact management plans.

Arrow's philosophy is to create lasting benefits, and what better method than by driving the wellbeing and education of the next generation of regional Queensland people? Arrow and the Broncos share a great deal of common ground in this regard.

Our partnership directly connects the Broncos' men's and women's teams to the regional communities where we operate. Programs include regional tours, camps, and an annual fan day in Dalby and other stakeholder activities.

Arrow is the official energy partner of the Brisbane Broncos, and the Broncos NRL Women's teams.

The story so far:

- eight years hosting an Arrow Broncos Dalby Fan Day attracting 12,000 attendees
- one Broncos Bowen regional tour consisting local school visits, a junior sports clinic, staff health and wellbeing activity and key stakeholder dinner
- five Broncos Surat regional tours consisting local school visits, health and wellbeing workshops, book clubs, leadership development activities, sports clinics and carnivals, stakeholder dinners and staff health and wellbeing activities.
- four Surat Junior clubs and 200 volunteers invited by Arrow to an annual Broncos match
- 1000+ students participate in school workshops, sports clinics and leadership camps
- 400+ guests attend an Arrow Broncos stakeholder dinner
- 200+ staff and partners engage in a Broncos' Health & Wellbeing session
- one rugby league tournament involving 230 girls from 18 Surat secondary schools
- three school workshops involving 150 students conducted by Broncos Women's players.





Flagship
Partner



Health and
Safety



Surat Basin
Bowen Basin
Brisbane

Indigenous Girls Academy

In 2017, Arrow became the Indigenous Girls Academy's first corporate partner, acknowledging the academy's potential to deliver educational outcomes to Traditional Owners and other young, Indigenous women in Arrow's operational areas.

We have land use agreements with Traditional Owners over specific areas. In making these agreements, we've gone beyond a short-term focus on compensation to address long-term developments goals and post-project sustainability.

The Indigenous Girls Academy (Beyond the Broncos) works directly with schools and communities to support Indigenous girls, from Years 7 to 12, to stay at school, achieve their goals, complete Year 12 or equivalent and successfully transition into further study, training or meaningful employment.

The Academy program features:

- in-school mentoring and support from school-based Broncos staff
- semester challenges and rewards for attendance and behaviour
- group presentations on topics including culture, lifestyle and careers
- support in completing Year 12 and developing career pathway plans.

The story so far:

- eight Western Downs schools supported by the Academy program
- ~300 Indigenous students mentored by school-based Broncos staff
- 160 hours of school workshops delivered by popular Broncos Ambassadors
- 16 bursaries for high achieving students awarded annually
- ~50 students attended a camp involving Arrow's Traditional Owner and Indigenous staff.





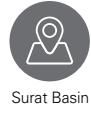
Community
Partner



Health and
Safety



Education



Surat Basin

Since 2013, Arrow and PCYC Queensland have partnered to deliver a driver training program in Dalby for those disadvantaged youth without access to a vehicle or a mentor.

Having no driver's licence is an impediment to finding work in regional areas of Queensland, whether with Arrow's operations or in the broader workforce. Likewise, it affects the access to further education and training opportunities that can boost a person's employability.

Braking the Cycle is a volunteer driver mentoring program to support learner drivers, matching them with a volunteer from PCYC Dalby's experienced driver mentor network. With a strong foundation in the Dalby community, the program is delivering more than 100 hours of log booked driving tuition to each learner driver.

The story so far:

- 1200+ hours of free learner driver training delivered since 2013
- 172+ young adults obtained a driver licence
- 250+ free boxing, laser skirmish and basketball sessions
- 20+ young adults completed mental health first aide training.





Since 2012, the Endeavour Foundation-Arrow partnership has improved access to disability services in regional Queensland.

In 2020, we have focused on supporting educational outcomes for secondary students with learning difficulties and provided virtual learning kits to five schools: Chinchilla, Moranbah, Dysart, Miles, and Dalby state high schools.

These kits allow students with different learning disabilities to practice skills in a safe environment before taking them out into the real world.

The story so far:

- 1000+ hours of respite care delivered during school holidays
- six work readiness programs offering on-the-job training, mentoring and pathways into supported employment with Endeavour Foundation Industries
- two employment and training scholarships awarded to high achieving students
- five Surat and Bowen basin schools equipped with Virtual Reality Learning Hubs.





Community
Partner



Health and
Safety



Education



Environment



Surat Basin
Bowen Basin
Brisbane

Since 2012, Arrow has partnered five leading Queensland universities to deliver the Go Further Indigenous Tertiary Scholarships Program.

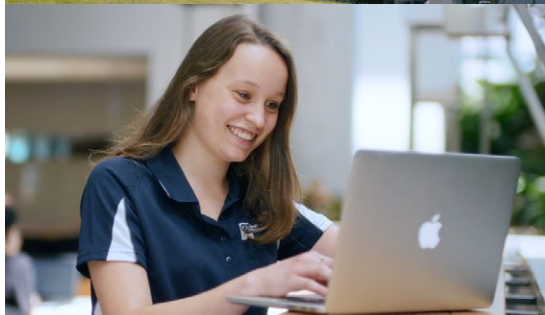
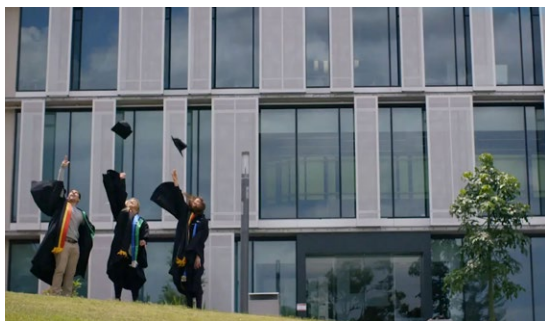
Producing more Indigenous graduates for professional careers enhances Arrow's talent pipeline and supply chain, contributes to regional workforce and business sector development and reduces Indigenous disadvantage.

Scholarships are valued at \$5,000- \$10,000 per year and available to students enrolled in:

- CQUniversity
- University of Southern Queensland
- Griffith University
- Queensland University of Technology
- James Cook University

The story so far:

- 111 students awarded an Arrow scholarship
- 60 Indigenous University graduates produced
- 50% health and education, 20% engineering, 16% business.





SPORTSREADY
EDUCATION & EMPLOYMENT



Community
Partner



Education



Surat Basin

Since 2015, Arrow has partnered with AFL SportsReady, a not-for-profit company dedicated to helping young people develop careers through traineeship, cadetships, direct employment and vocational educational opportunities.

Together, Arrow and AFL SportsReady offer an Indigenous traineeship program which provides Surat basin youth with their 'first job' in their home community.

The traineeships combine paid employment, on-the-job experience and formal education and training, supported by experienced supervision and extra mentoring.

The story so far:

- 20 full-time traineeships created
- 100% completed a nationally accredited vocational qualification
- 100% transitioned into further study or employment post-completion.





Community
Partner



Education



Environment



Surat Basin

Bunya Campus

A solid number of Arrow's workers come from agricultural backgrounds – either farming or in-farm support. Regional Queensland's agricultural core is exposed to weather conditions, including long-running droughts.

Arrow's partnership with Dalby State High School is helping to alleviate the pressure on rural families by offering 10 scholarships, valued at \$5,000 to meet tuition and boarding costs associated with boarding at the schools' new residential facility, Bunya Campus.

The Dalby State High School Bunya Campus, located approximately one hour west of Toowoomba, provides families the opportunity to attend one of the region's most successful state schools as a residential student.

The story so far:

- 80 scholarships awarded
- 60 Year 12 graduates produced
- 100% transitioned into further study or employment.



Since 2017, Arrow, the Queensland Resources Council and Queensland Government have partnered the Queensland Minerals and Energy Academy (QMEA) to deliver the Gateway to Industry Schools program.

Together we deliver school-based education programs aimed at building secondary school student's interest in science, technology, engineering and mathematics (STEM) related subjects, careers and industries.

QMEA also provides professional development to teachers to increase their own knowledge of technological advancements that are shaping industry and future workforce needs.

The story so far:

- seven teacher professional development sessions on robotics and Arduino Coding
- 400+ secondary students attended 'My Digital Futures Day'
- 70+ primary students attended the 'Technology Festive' event.





Community
Partner



Education



Environment



Surat Basin
Brisbane



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Students in rural and remote communities can miss academic the specialty programs that are available to their city-based peers. Arrow has partnered with The University of Queensland Wonder of Science (WOS) since 2014.

Together we deliver a series of school workshops, regional and state Science, Technology, Engineering, Maths (STEM) conferences, inter-school competitions and teacher professional development aligned to the national STEM curriculum.

The story so far:

- three Science, Technology, Engineering, Maths (STEM) conferences delivered annually
- 20 Surat basin schools visited by Young Science Ambassadors
- 3000+ Surat basin students inspired by the Wonder of Science.





Since 2016, Arrow has partnered QMI Solutions to deliver the Gateway to Industries Schools Program to promote manufacturing and engineering industries and careers.

Together we are providing opportunities for local industry and the education sector to work together to deliver outcomes for teachers, secondary students, local communities and business.

The story so far:

- 110+ students completed the Women Who Weld program
- 50+ students attended a two-day Youth Designathon
- 100+ students have completed an Industry Tour or Try-a-Trade activity.





CQ Rescue services central Queensland's grazing and mining regions where Arrow has existing operations, which means Arrow staff and their families also benefit by being able to access the enhanced medical treatment service provided by the RACQ CQ Rescue helicopter.

The helicopter attends to hundreds of tasks each year within a 300km radius of Mackay, although it is not restricted to this area.

Arrow's partnership with the volunteer service was established in 2010.

This service plays a vital role across the Bowen basin by providing timely medical assistance to those in need.

The story so far:

- In 2019, the partnership delivered:
 - 700 rescue missions in central Queensland
 - aeromedical coverage across 60,000km² of the Bowen Basin
 - emergency exercises with Arrow Energy field operations in Moranbah.



Since 2014, Arrow has partnered Women's Legal Service Queensland (WLSQ) to improve safety in the communities it operates.

Women living in regional and remote communities are more likely to experience domestic violence but are less likely to have access to the services they need to stay safe.

Together, Arrow and WLSQ are building the capacity of local community organisations to raise awareness of domestic violence and respond to domestic violence incidence.

With Arrow's support, WLSQ also offers a hotline to provide isolated rural, regional and remote women with legal advice and social support.

The story so far:

- 24 professional development sessions
- trained more than 800 community services staff and volunteers.





About Arrow Energy

Arrow Energy is headquartered in Brisbane, Queensland, but has regional operations and regional workforces based in Dalby (southern Queensland) and Moranbah (central Queensland). We develop natural gas fields, produce and sell coal seam gas, and generate electricity.

Our southern Queensland operations are along the eastern edge of the Surat Basin. We have been producing and selling gas from here since 2006, overwhelmingly for the domestic market. Our Surat Basin gas is sold to the operators of four gas-fired power stations, including our own Braemar 2 power station near Dalby.

In March 2020, we sanctioned the start of the first phase of the Surat Gas Project – a world-scale project that will bring the majority of our Surat Basin gas reserves to market over 27 years.

Our central Queensland operations target gas from the Bowen Basin. This gas supplies north Queensland power generators and industrial users through the 391km North Queensland Gas Pipeline to Townsville. The Moranbah Gas Project (a 50/50 joint venture between Arrow and AGL Energy) has been commercially selling Bowen Basin gas since 2004.

Arrow is conducting an appraisal program aimed at unlocking the full resources of its Bowen Basin tenure.

Today, we have 600MW of gas-fired power generation, enough to power 800,000 average homes.

Arrow holds approved environmental impact statements (EIS) on various projects, including for the Surat Gas Project and for a proposed Bowen development. As part of Queensland Government approval processes, major projects with an EIS are required to include a social impact assessment (SIA), the underlying aim of which is to ensure that residents of communities near large resource projects benefit from the construction and operation of the projects. SIA is a process for the identification, analysis, assessment, management and monitoring of the social impacts of a project, both positive and negative. The social impacts of a project are the direct and indirect impacts that affect people and their communities at all stages of the project lifecycle. The SIA must address the following key matters:

- community and stakeholder engagement
- workforce management
- housing and accommodation
- local business and industry procurement
- health and community well-being.

Arrow's mitigations for social impacts are set out in social management impact plans attached to each of its EISs.

brighter futures

Arrow Energy in the community

Brighter Futures is our community investment program.

It offers small-scale investments to not-for-profit groups to address local needs through one-off projects and events.

Since 2017 through the Brighter Futures community grant program:



267 applications received



251 organisations engaged



250 successful applicants



~\$530,000 provided

During 2020, 35 local charities and not-for-profit organisations were supported.

Submit your application

Brighter Futures has three funding rounds per year that close on:

Round 1: first Friday of March

Round 2: first Friday of June

Round 3: first Friday of September.

Applications are assessed against the eligibility criteria by Arrow Energy's Community Benefit Committees.

For further information or for assistance with completing an application, please contact Arrow Energy on:

Phone: 1800 038 856

Email: brighterfutures@arrowenergy.com.au

Website: www.arrowenergy.com.au/community/brighter-futures.





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Contact


If you would like more information about Arrow's social investment, please visit www.arrowenergy.com.au/partners.

To request more copies of this brochure please contact info@arrowenergy.com.au

Social media

Arrow's social investment activities are on social media:

 Arrow Energy

 @arrowcommunities

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