

Constructive Community Engagement

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1. Purpose and application

The purpose of this standard is to provide a framework for Arrow Energy staff when undertaking community engagement activities.

1.1 Standard Statement

Arrow Energy is committed to constructively engaging with the community in the areas where we have planned or current exploration and production activities. Our community engagement activities, including community information and consultation sessions, are designed to provide our communities with information on coal seam gas (CSG), Arrow Energy, its projects and activities.

This standard is to be read and implemented in conjunction with the Arrow Energy Complaints Management System and the Arrow Energy Privacy Policy

1.2 Why do we need this standard?

The safety of our staff and the community is Arrow Energy's number one priority. Although the vast majority of community engagement activities and interactions are conducted in a professional, polite and courteous manner, it is recognised that confrontational situations can sometimes arise. It is important staff are aware of, and adopt the steps to avoid or minimise unacceptable behaviour or confrontational situations at community engagement activities.

This standard applies to all employees of Arrow Energy and to all contractors engaged directly or indirectly by it. The standard also applies to visitors and other personnel present on Arrow work sites, using its facilities, or dealing with its employees or contractors. The standard applies at all times and is not restricted by work hours or other time or place considerations.

2. Roles and Responsibilities

Arrow Energy's External Relations & Tenure Management (ER & TM) team has overarching responsibility for community engagement activities, which may include, but are not limited to:

- Formal and informal Community Information Sessions e.g. Arrow sessions, displays at community or industry organised events
- Community Consultation Sessions undertaken as part of Environmental Impact Statements(EIS) process
- Community collaborations, such as community investment activities through Brighter Futures' donations, sponsorships and partnerships.

All Arrow staff and contractors have a responsibility to advise and involve ER & TM of planned community engagement activities.

All Arrow staff are responsible for recording and providing ER & TM with the information, on relevant community interactions for the ER & TM stakeholder engagement database. This database is a single electronic data source of interactions for purposes of external stakeholder management.

3. Safety

All managers and staff have a responsibility to ensure the health and safety of persons in their workplace. Staff are required to take reasonable care and responsibility for their own safety and that of their colleagues and familiarise themselves with the proposed strategies to mitigate the risk to personal safety and security.

For planned community engagement sessions, a Safety Risk Register is held by the ER & TM team. All staff should follow the mitigation strategies as outlined within the register.

All managers should support staff in the immediate aftermath of a confrontational situation at a community engagement, and encourage staff to avail of the services of Employee Assistance Scheme.

All staff are required to report and record all instances of inappropriate or unacceptable behaviour to their managers.

Managers or delegates are required to report all safety and security issues to Arrow Energy HSE.

HSE Team Leads:

South -

Peter Bryant
HSE Team Lead South
07 4679 9082
0448 081 716
Dalby
Peter.Bryant@arrowenergy.com.au

North -

Paige Salmon
HSE Team Lead North
07 4841 2874
0448 035 103
Moranbah
Paige.Salmon@arrowenergy.com.au

3.1 Definition of Unacceptable Behaviour

Unacceptable behaviour is any behaviour that causes staff to feel upset, threatened, frightened or physically at risk and is directed at them because of their employment. It may include:

- Threatening behaviour
- Intimidation
- Serious or persistent harassment
- An actual or attempted physical assault
- Damage to property

3.2 Constructive Community Engagement Principles

- Staff should routinely carry out formal and informal risk assessments of their work environments
- Where there is potential for an incident to develop, two members of staff should engage with community member/s.
- When an incident begins to develop and staff feel threatened or at risk, they should:
 - draw the conversation to an immediate close
 - withdraw from the immediate area
 - report the incident to their manager or a senior staff member present

3.2.1.1 DO:

- Treat all community members courteously, respectfully and impartially, in a professional and polite manner
- Be patient and listen carefully
- Explain things clearly and simply, do not use abbreviations or jargon, to avoid possible misunderstandings
- Be honest – if you are not sure the information you are giving is accurate, CHECK
- Keep calm – do not allow yourself to be provoked
- Seek assistance if you feel unsafe, or threatened

3.2.2 DON'T:

- Give information which could be misleading; always make sure that the community member understands what you are saying
- Engage with community members who appear to be under the influence of drugs or alcohol
- Retaliate by words or actions

3.2.3 REMEMBER:

- Call for assistance immediately if a community member becomes aggressive and move away quickly if necessary
- Your priority is to stay safe, make sure you know where exits are located
- Do not attempt to confront or restrain any assailant
- Do not attempt to protect personal belongings or Arrow property
- While you should try to help colleagues at risk or in distress, this should not be at the expense of your own safety.

4. Contact

If, in the unlikely event that:

- a staff member is approached by a **media representative** seeking comment or access to Arrow property, staff should
 1. Advise the media representative that you are NOT the appropriate person to make comment.
 2. Request the media representatives' name, phone, organisation and inquiry details, and advise you will provide to the relevant Arrow staff member who can respond to their request
 3. **Immediately contact the ER & TM Media Team:**
 - a. **0400 693 248 (duty phone) OR**
 - b. **Manager Media & Communications , Liz Edwards on 07 3012 4756 (direct) or mobile 0418 455 891 OR**
 - c. **Senior Media Officer, Alexandra Elder on 07 3012 4390 (direct) or mobile 0481 009 301**
- an **unauthorised person/s** enter Arrow property, staff should:
 1. Advise person/s that due to safety requirements only authorised personnel are allowed onto Arrow property and request politely that they leave
 2. **Immediately advise the senior manager and Health & Safety Team Lead on site;**
 - i. **South – Peter Bryant on 07 4679 9082 or 0448 081 716**
 - ii. **North – Paige Salmon on 0405 238 624 or 0448 035 103**
 3. **Advise ER & TM Community Relations team (if not on site) on 07 3012 4782 or 0448 114 090 (Peta Tucker – Manager Community Relations)**
- a community protester/s demonstrate unacceptable behaviour at an engagement session or a public location where staff are in attendance, staff should:
 1. Stay safe, keep calm and do not confront community members or protestors
 2. Follow all instructions of the ER & TM Vice President, ER & TM delegate or senior manager
 3. Immediately advise the senior manager and the HSE Team Lead on site;

- i. South – Peter Bryant on 07 4679 9082 or 0448 081 716
 - ii. North – Paige Salmon on 07 4841 2874 or 0448 035 103
4. Advise ER & TM Community Relations team (if not on site) on 07 3012 4782 or 0448 114 090 (Peta Tucker – Manager Community Relations)

5. Document Administration

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| Original | March 2011 | | G. Viner |
| Revision 1 | 17 May 2011 | | G. Viner |
| Revision 2 | 20 August 2012 | | M. Keast |
| Revision 3 | 14 November 2012 | | D. O'Donnell |
| Revision 4 | 11 September 2014 | | D. O'Donnell |
| Revision 5 | 27 February 2015 | | B.Hedges |

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