



Iona Gas Plant

Project 570 Phase 3C Project
Consultation Plan

PRM-0014-UGS-ZP-0015

UNCONTROLLED WHEN PRINTED

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Revision History

Revision	Description	Date	Prepared by	Approved by
0	Issued for Use	02/05/2019	D Smith	E Olivier
1	Issued for Use	02/05/2019	D Smith	E Olivier

Review by Date:	30/4/2024
Confidential:	No

Approved

<Approver Details>

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DEFINITIONS & ABBREVIATIONS

Term	Definition
APA	APA Group
APGA	Australian Pipelines and Gas Association
CEMP	Construction Environmental Management Plan
DELWP	Department of Environment, Land, Water and Planning
DJPR	Department of Jobs, Precincts and Regions
DN	Nominal Diameter
JV	Joint Venture
Lochard	Lochard Energy
MEG	Mono Ethylene Glycol
MLV	Main Line Valve
NPPS	North Paaratte Production Station
Petroleum Act	<i>Petroleum Act 1998 (Victoria)</i>
PPL	Petroleum Production License
ROW	Right of Way
SEA Gas	South East Australia Gas Pipeline
TJ	Tera Joule
VFF	Victorian Farmers Federation

1 Introduction

1.1 ABOUT LOCHARD ENERGY - PROPONENT

Lochard Energy (Lochard) is an Australian midstream energy infrastructure business that owns and operates the Iona Gas Plant and associated facilities located near Port Campbell in Victoria. It is the largest independent provider of storage to the East Coast gas market and provides natural gas processing and compression services.

Lochard was formed in December 2015 following the purchase of the Iona Gas Plant Operations. The company holds a strategic position in the Eastern Australian Gas market, servicing the Victorian and South Australian markets.

Lochard is customer focused and agile, providing a strong platform for further growth as Australia transitions to a cleaner energy future.

The Iona Gas Storage Facility, in operation since 1999 boasts high reservoir quality, consistent performance and an excellent Health, Safety and Environment record.

1.2 THE IONA GAS STORAGE FACILITY

The Iona Gas Storage Facility comprises two (2) observation wells, six (6) gas storage wells and a gas processing and compression facility that can inject gas into the wells and export gas to the Australian east coast pipeline network. The satellite fields – North Paaratte and Wallaby Creek are located in PPL1 with a total of three (3) gas storage wells and three (3) observation wells connected to Iona via dedicated gas gathering lines.

The plant is connected to the Victorian Gas Transmission System via the South West Pipeline and into South Australia via the SEAGas Pipeline. There are also interconnections with the Mortlake pipeline, the Casino JV offshore fields and MLV station and the adjacent Otway Gas Plant.

Lochard intends to undertake upgrades to its fields and facilities. The upgrades will expand and improve the Iona Gas Plant and associated assets to increase gas storage capacity.

As part of the upgrade, Lochard proposes to upgrade the facilities installed at the North Paaratte Production Station (NPPS), North Paaratte wellsite and Wallaby Creek wellsite and installation of a new gas gathering line and MEG line.

1.3 PROJECT SCOPE

The project plan is to implement the following works:

Installation of a new DN300mm, 5 kilometre gas gathering line from Wallaby Creek 2 wellsite to the existing North Paaratte Production Station (NPPS) which will connect to the existing DN300 gathering line between NPPS and the Iona Gas Plant;

Installation of MEG storage and pumping facilities at the NPPS to supply MEG to both Wallaby Creek and North Paaratte wellsites;

Conversion of the existing DN100mm Wallaby Creek to NPPS gathering line to supply MEG from centralised storage at NPPS to the Wallaby Creek wellsite;

Installation of a new DN50mm MEG line from NPPS to the North Paaratte wellsite for MEG supply from centralised storage;

Demolition and removal of obsolete piping and surface equipment not required for future operations;

Intervention work on the NP-5 well to improve well injectivity. This is likely to use a Coiled Tubing Unit and well testing and clean-up. This will likely involve short duration flaring at the North Paaratte wellsite ahead of the well being returned to service;

Upgrade of control system and communications infrastructure. This will involve the installation of Local Equipment Rooms (LER's) at NPPS and the Wallaby Creek wellsite and a new communications tower at NPPS;

Installation of amenities at NPPS for operation. This will include storage, crib facilities and ablutions;

Upgrading power supply from the local network to Wallaby Creek and NPPS.

1.4 PROJECT CONSIDERATIONS

The key environmental, social and economic considerations for this project are:

Energy demand – The project will result in increased capacity to meet south eastern Australian gas demand through improved gas injection, withdrawal capacity and reliability;

Economic benefit – The project will provide economic benefit for local people and contractors;

Impact to community – The project will work to minimise impact to the local community;

Impact to environmental and heritage values – the Project to be managed to minimise risk to the local environment and heritage;

Impact to land use – the project will minimise and, where possible avoid potential impacts to land use during construction;

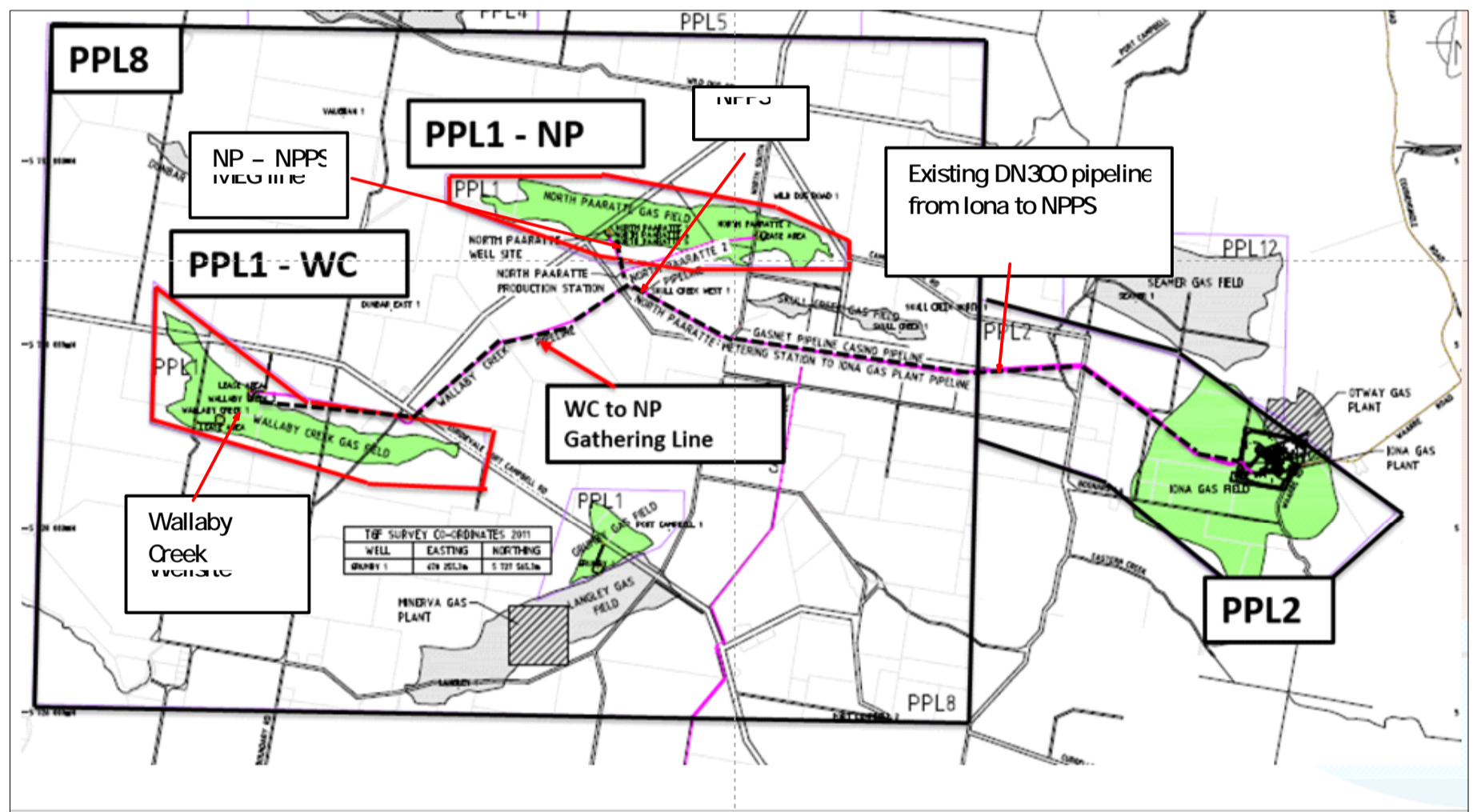
Impact to directly affected stakeholders – the project will strive to minimise impact to affected landholders both during construction and rehabilitation.

1.5 GATHERING LINE ROUTE SELECTION

The installation of the gathering line between NPPS and Wallaby Creek and the new MEG line between NPPS and the North Paaratte wellsite will be within the area covered by the existing Lochard easement, thereby minimising potential environmental and cultural impact and to directly affected stakeholders.

The location of existing gathering lines, the proposed gathering line between NPPS and Wallaby Creek and the new MEG line between NPPS and the North Paaratte wellsite, and where these lines sit in relation to existing Victorian pipeline licences, are demonstrated in Figure 1.

Figure 1 Current and future gathering line locations and associated PPL's



2 Purpose and Scope of this Plan

Lochard is committed to appropriate consultation as part of the Operations Plan development process in accordance with the *Petroleum Act 1998 (Vic)* and the *Petroleum Regulations 2011*, and for the ongoing life of the operation.

Lochard presents this Project Consultation Plan to detail how Lochard will consult with stakeholders, landowners and occupiers of land that may be affected by the construction of the proposed project.

The plan includes Lochard's consultation values and objectives, sets out the information to be provided to stakeholders, landowners and occupiers of land to whom notice must be given, as well as all other information relevant to the consultation process, including its records management procedures.

The plan reflects industry best practice, and is based on the following guiding documents:

Former APGA Victorian Farmers Federation Pipeline Easement Guidelines (2009);
Australian Pipeline and Gas Association (APGA) Guideline for Stakeholder Engagement 2015.

2.1 OBJECTIVES OF THIS PLAN

This Project Consultation Plan seeks to promote and achieve the following objectives:

2.2 COMMUNICATION

- (a) Open and effective engagement involves both listening and talking
- (b) Two-way communication
- (c) Clear, accurate and relevant information
- (d) Timeliness.

2.3 TRANSPARENCY

- (a) Clear and agreed information and feedback processes
- (b) Unambiguousness
- (c) Reporting.

2.4 COLLABORATION

- (a) Work cooperatively to seek mutually beneficial outcomes.

2.5 INCLUSIVENESS

- (a) Recognise, understand and involve communities and stakeholder early and throughout the process.

2.6 INTEGRITY

- (a) Conduct engagement in a manner that fosters mutual respect and trust.

3 Consultation Approach

3.1 LOCHARD'S COMMITMENT TO CONSULTATION AND STAKEHOLDER ENGAGEMENT

Lochard Energy is:

Committed to operating its sites and business responsibly, whilst respecting and engaging its neighbours and the local communities within which it operates;

A business of integrity, that is respectful of the community within it operates and is accountable for its activity;

Focused on positive community outcomes, it will form positive relationships with stakeholders and will notify and engage all affected stakeholders prior to commencement of any activities;

A community supporter, with community sponsorship being a long-held tradition and focused on education, health and wellbeing and community development.

Lochard is committed to clear, transparent and timely stakeholder engagement as a critical component of the way it does business.

Good stakeholder engagement enables Lochard to:

Anticipate and respond to its customers changing needs and requirements;

Understand and influence regulatory and policy outcomes in an evolving energy market; and

Maintain its social licence to operate.

3.2 PRINCIPLES OF CONSULTATION

Lochard will conduct all communication and consultation with stakeholders, landowners and occupiers in a clear and concise manner using plain language and will minimise where possible the use of technical terms.

Successful engagement is based on simple, practical principles that represent a mix of common sense, good business practice and ethical considerations. The key principles for effective community and stakeholder engagement, which the Ministerial Council on Mineral and Petroleum Resources encourages the resources sector to adopt are listed above under Section 2.1 Objectives.

3.3 ENGAGEMENT WITH LANDHOLDERS, OCCUPIERS AND OTHER STAKEHOLDERS

Lochard proposes to use the following methods to communicate and consult with all stakeholders with an interest in the gathering line:

- Face to face discussions and meetings;
- Telephone conversations;
- Community meetings and via the existing Community Liaison Committee (CLC);
- Letters and emails;
- Fact sheets;
- Assigning a dedicated Land Liaison Officer or a project point of contact for each stakeholder to contact directly;
- Provide a copy of this Project Consultation Plan to each identified stakeholder.

The primary contact for landowners and occupiers will be the Land Liaison Officers. Each Land Liaison Officer will engage with landowners and occupiers to provide information, to identify issues and to facilitate the resolution of these issues.

The Senior Project Engineer will be the primary contact for other stakeholders including other energy operators and third-party companies that may be affected by the project.

3.4 FACE-TO-FACE MEETINGS AND DISCUSSIONS

Lochard will engage in face-to face meetings and discussions with stakeholders, landowners and occupiers as much as is reasonably practicable. Engaging in direct two-way communication provides an opportunity to build relationships and trust and ensures participants understanding.

3.5 TELEPHONE CONVERSATIONS

Telephone calls received from stakeholders, landowners and occupiers will be returned within a reasonable timeframe by the appropriate person within Lochard. Similar to face to face meetings, this enables the development of relationships and provides a direct contact for logging any specific issues, concerns or requests.

3.6 COMMUNITY MEETINGS AND CLC

Community meetings may be conducted to increase awareness of the proposed project to directly and indirectly affected stakeholders, landowners and occupiers. The Community Liaison Committee (CLC) meets quarterly and will also be used to communicate project plans. These meetings also provide an opportunity for broader dissemination of information about the project and consultation with attendees.

3.7 LETTERS AND EMAILS

At appropriate times and particularly at key milestones, letters will be used to provide formal correspondence and to inform all stakeholders of project developments or upcoming

activities. When deemed appropriate, letters will also be used to provide a formal written response to stakeholders in relation to specific issues, concerns or requests.

3.8 WEBSITE

Lochard's website (<https://lochardenergy.com.au/about/news>) provides details about the company, the Iona Gas Plant and the proposed project. Regarding this project, it will:

- Contain any fact sheets, newsletters or other collateral as it is developed;
- Contain details of community meetings, public displays or information sessions;
- Provide methods for contacting, providing feedback to, or registering complaints with Lochard.

4 Identification of Stakeholders

This proposed project involves a diverse range of stakeholders including local community and government authorities, interest and community groups, directly affected private land owners and occupiers, public land owners and occupiers, government bodies responsible for the regulation of the industry and emergency services.

The project area is within Lochard's existing operations and petroleum permit zone. Section 4 provides a brief overview and analysis of the key stakeholder groups.

4.1 PRIVATE LANDOWNERS AND OCCUPIERS

There are seven (7) private landowners who currently have the existing easement on their property. Any additional affected landowners such as adjoining neighbours or properties required for access will also be identified and contacted.

4.2 CROWN LAND AND PUBLIC LANDOWNERS AND OCCUPIERS

The alignment intersects four (4) roads which existing licences are in place. The appropriate roads management authorities along with the Crown Lands Minister, and public land administrative agencies (e.g. Department of Environment, Land, Water and Planning, Parks Victoria, Local Government, VicRoads, Wannon Water, etc) will be consulted similarly to the private landowners and occupiers.

4.3 LOCAL COMMUNITY AND GOVERNMENT AUTHORITIES

This stakeholder group includes various audiences (i.e. individuals and community groups) located in close proximity of the project area, including the townships of Port Campbell, Peterborough and Timboon.

Lochard hosts a Community Liaison Committee meeting three times a year at the site. This is chaired by a Corangamite Shire Councillor and attended by Corangamite Shire Council officers, local community and local emergency services.

The Corangamite Catchment Management Authority, Vic Roads, Southern Rural Water and Wannon Water are also key stakeholders within this group.

4.4 POLITICAL STAKEHOLDERS

The project area is located within the federal electorate of Wannon, the state seat of Polwarth and the upper house Western Region of Victoria.

4.5 REGULATOR

The Department of Jobs, Precincts and Regions (DJPR) will regulate the works associated with the gathering line and other works covered by the project.

4.6 LOCAL MEDIA

Local Media will be engaged with as required throughout the course of the project.

4.7 OTHER OPERATORS

The Project will engage and obtain the required permits and consents from other gas operators and third-party asset owners in the Project area including Beach Energy, APA, Powercor, Telstra and SEA Gas.

5 Information for Landowners and Occupiers

5.1 GENERAL

Lochard is committed to developing and maintaining positive relationships with landowners and occupiers.

The effectiveness of Lochard's consultation process is dependent on the effective preparation and dissemination of project information. This will be made available to landowners and occupiers using a range of communication methods aimed at keeping landowners and occupiers fully informed.

Information will cover various aspects of the project, including:

- The rationale for the project;
- The regulatory approvals process and where the project sits within this process;
- The relationship between the regulatory approvals process and landowner and occupier consultation;
- Advice on opportunities for feedback and discussion.

From the first contact, and in all related project correspondence, Lochard will inform landowners and occupiers that the DJPR is the relevant regulator and that a landowner or occupier may contact the department at any time. The department's contact details will be provided on communications material and in discussions with all stakeholders.

5.2 HOW POTENTIAL IMPACTS ARE MANAGED

Potential adverse impacts on private and public land are to be avoided by careful survey of the land, consultation with landowners and occupiers, a land pre-condition report and land management plan agreed by the landowner and/or occupier. Where adverse impacts cannot be reasonably avoided the impacts will be minimised and then compensation for the impacts will be agreed with the landowner and/or occupier.

Potential adverse impacts on health and safety will be managed within the framework of Lochard's stringent health and safety regime, including a permitting system for everyone entering the project/work area, training and inductions and reporting and auditing.

Potential adverse impacts on the environment are taken seriously. The construction footprint will be minimised by locating the gathering line within the area covered by the existing Lochard easement wherever possible. Comprehensive surveys will be undertaken of the entire area with emphasis on habitat for endangered species. Environmental impacts will be mitigated by a range of methods including:

- Planning and design to avoid, where possible, areas classified as potential high impact environmental areas;
- Keeping land and vegetation disturbance to a minimum;
- Minimising sedimentation and erosion by adopting International Erosion Control Association guidelines;
- Adopting appropriate biosecurity measures;

- Applying specialist impact mitigation where listed species are known or predicted;
- Ensuring the workforce is fully briefed and informed regarding environmental management;
- High quality environmental oversight of construction;
- Detailed approved rehabilitation plans.

Plans to be prepared will include those detailed in the following sections

5.3 CONSTRUCTION ENVIRONMENTAL MANAGEMENT PLAN

A Construction Environmental Management Plan covering gathering line works will be developed and informed by information collected from a range of field surveys. The document will identify sensitive environmental areas and detail the construction methodologies to minimise environmental impacts.

5.4 CONSTRUCTION SAFETY MANAGEMENT PLAN

A Construction Safety Management Plan covering gathering line works will be developed to meet the applicable Lochar policies, Australian Standard AS 2885 requirements and Victorian OH&S legislation. The document will detail the systems and processes the construction contractor shall implement including hazard alert protocols, incident reporting, safety meetings and hazard analysis processes.

5.5 CULTURAL HERITAGE MANAGEMENT PLAN

Lochar will assess the requirements under the Aboriginal Heritage Act (2006) and determine if a Cultural Heritage Management Plan is required. If developed, the document will detail the construction methodologies to minimise construction and ongoing operation impacts on sensitive cultural heritage areas.

5.6 OPERATIONS ENVIRONMENTAL MANAGEMENT PLAN

The existing Operations Environmental Management Plan will be revised and work practices defined to minimise impacts on the environment.

5.7 PROJECT INTRODUCTION MATERIAL

A range of project introduction material will be provided to stakeholders, landowners and occupiers, including:

- The approved Project Consultation Plan;
- Fact-sheets about the project;
- Maps and other documents as required.

Information that will be included in the project introduction material and initial consultation with stakeholders, landowners and occupiers includes:

- Environmental studies, environmental assessment referrals and associated environmental management plans will be completed prior to construction and operation of the proposed gathering line;
- Cultural heritage studies will be carried out and a Cultural Heritage Management Plan will be produced if required;

Where possible, Lochard will seek to locate the replacement gathering line within the area covered by the existing Lochard easement;

5.8 SERVICE OF NOTICES AND LEGAL CONSIDERATIONS

In order to protect the interests of landowners and occupiers, Lochard will be responsible for the service of Notices. The intended procedure for the service of Notices is outlined below:

Attempt to arrange a face-to-face meeting with the landowner/occupier, for the purpose of explaining the related activity, and for service of the Notice;

Hand deliver the Notice at the meeting, and obtain the landowner's/occupier's acknowledgement via a signed receipt; and

Should the landowner and/or occupier not be available for a meeting, the Notice will be served via registered post, and a delivery receipt obtained.

Landowners and occupiers affected by the project are encouraged by Lochard to seek independent legal advice on any concerns they may have with regard to legal implications of the project which could include the potential impact on their land and its use or any other legitimate concern.

Lochard is committed to providing fair, adequate and equitable compensation to impacted landowners for disturbance and loss of production in accordance with the APGA - VFF Pipeline Easement Guidelines.

6 Overview of Construction

6.1 USING THE EXISTING EASEMENT

To minimise the disruption and impacts to stakeholders, landowners and occupiers, where possible Lochard will seek to locate the new gathering line within the area covered by the existing easement, adjacent to the existing DN100mm gathering line connecting NPPS and Wallaby Creek.

As part of project planning, Lochard will conduct various assessments to determine if additional easement is required. If there are any locations where a new easement is required, this will be negotiated with the landowner concerned.

6.2 SURVEYS

Environmental, cultural heritage and other surveys will be carried out to prepare project assessment documentation. Prior to starting these activities, affected landowners and/or occupiers will be consulted about the timing and location of survey and access needs.

6.3 SETTING UP WORK AREAS

The construction process can include making provision for the following work areas and machinery:

- Pipe and material lay down yards;
- Construction material stockpiles; and
- Setup areas for Horizontal Directional Drilling (where required).

These work areas are integral to the gathering line construction and help ensure it is installed in the shortest period possible and in a safe and environmentally sound manner.

Extra work areas, required for construction, will be agreed with the relevant landowners and occupiers. Landowners and/or occupiers will be consulted over any proposed fence or gate realignments required, and their timing. Related compensation will be negotiated in advance of works commencing.

6.4 CLEAR AND GRADE

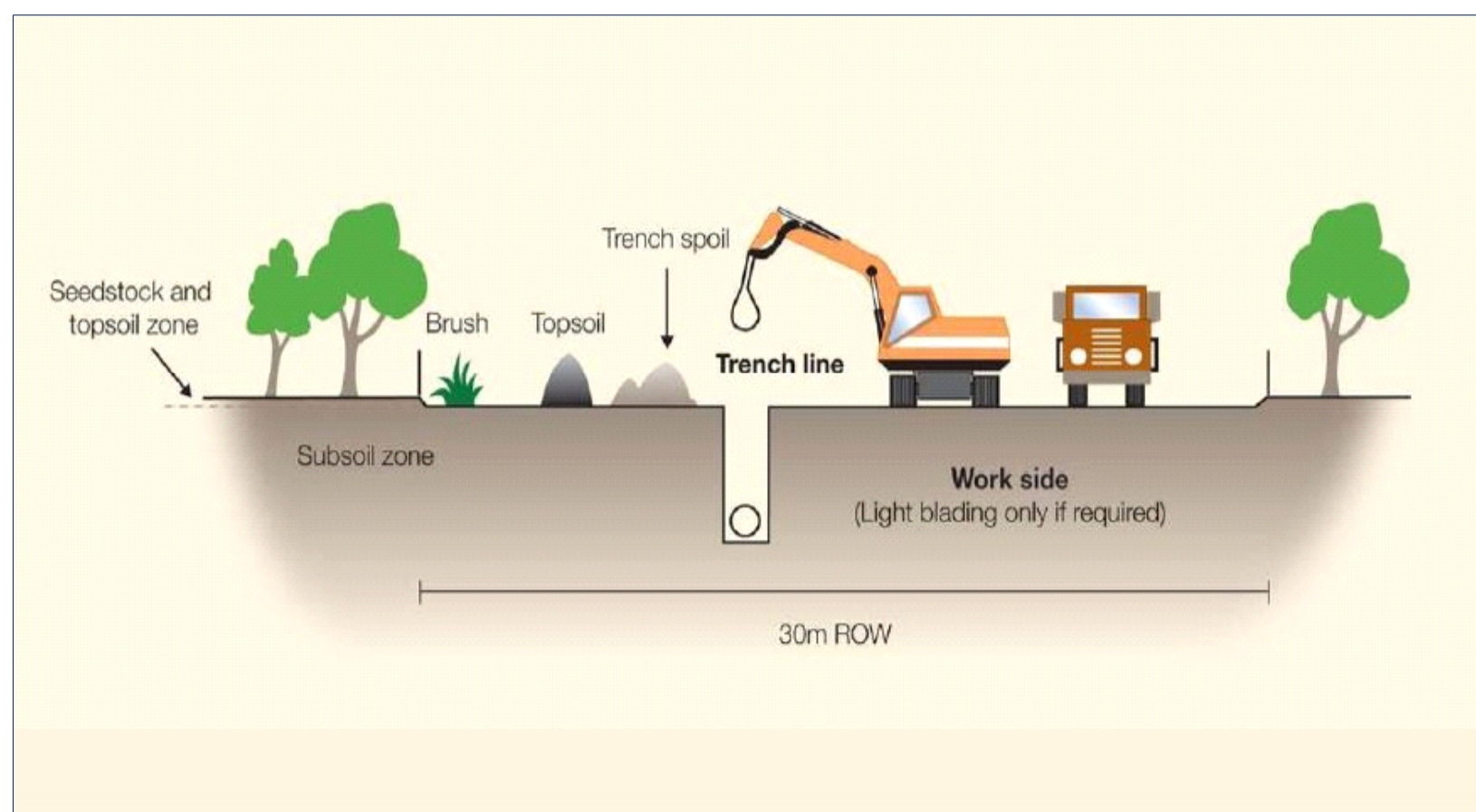
This construction phase involves preparing the easement, plus extra work space as agreed with landowners and occupiers. The combined easement and extra work space is commonly referred to as the construction right-of-way (ROW).

6.5 COMMON SET-UP WITHIN THE CONSTRUCTION RIGHT-OF-WAY

The construction right-of-way will be clearly identified and fenced off if required. Typically, the right-of-way can be between 20-30 metres in width. Refer Figure 2 for a typical right of way layout.

Landowners and/or occupiers will be consulted over aspects such as clear and grade timing, arrangements for fencing, dust and noise management, biosecurity considerations, etc. They will have the opportunity to ensure issues agreed as part of the Property Management Plan negotiations are satisfactorily managed.

Figure 2 Example of a typical right of way layout



6.6 TRENCHING

A grader stockpiles the topsoil in a windrow to the side prior to excavating the trench.

A decision on final trenching techniques will be decided in conjunction with the construction contractor; however, a specialised rotary trenching machine or excavator would typically be used to dig the trenches.

Issues such as hours of operation, personnel access / control, refuelling arrangements, dust and noise management will be discussed with the landowners and occupiers.

6.7 HORIZONTAL DIRECTIONAL DRILLING

Horizontal Directional Drilling is an installation method used when routine trenching techniques are not suited to the conditions, such as crossing watercourses or some public roads.

Specialist operators drill a hole beneath the surface, at a shallow angle, and then pull a welded length of pipe through the hole without disturbing the land surface.

6.8 WELDING

Specially qualified welders join the lengths of pipes together adhering to relevant fire regulations and restrictions. Welds are inspected using x-ray or ultrasonic equipment and the welded joint is then coated to protect against corrosion.

6.9 LOWERING IN

After final quality assurance checks, the pipe is lowered into the trench using specialist side-boom tractors or excavators. This operation may also require the addition of bedding material (i.e. sand) to aid pipeline stability.

6.10 BACKFILL

When the pipe is in place, the excavated subsoil is compacted back into the trench. The topsoil is then re-instated over the disturbed trench area to the contour of the land, so pasture or other groundcover can be rehabilitated.

6.11 EASEMENT REHABILITATION

Rehabilitation of the site will be undertaken in accordance with industry standards taking into consideration any detailed additional landowner or occupier requirements.

Permanent markers to show pipeline location will remain after rehabilitation, as required by the Australian Standard AS 2885.

6.12 HYDROTESTING

Hydrotesting of the gathering lines verifies the strength of the pipeline and ensures that there are no leaks. Hydrotesting involves filling the pipeline with water and pressurising it. A hydrotest procedure will be developed ahead of testing to ensure that the operation of the new DN300mm gathering line and DN50mm MEG line will not harm the environment and will operate safely.

The discharge of liquids used in hydrotesting into natural water bodies is not permitted, and disposal will comply with relevant regulations. Once the pipeline has been appropriately tested, it will be cleaned, dried and purged of air with inert gas (e.g. nitrogen) before operations are started.

6.13 EVENTUAL DECOMMISSIONING

It is planned post the cessation of operation, that the new facilities including the DN300mm gathering line, DN50mm MEG line and associated wellsite upgrades will be decommissioned. Gathering lines will be decommissioned in accordance with AS 2885 and an approved decommissioning plan.

If the decommissioned pipeline is left in place, appropriate measures will be taken to prevent contamination of soil or groundwater and to avoid land subsidence impacts.

6.14 WELL SITE UPGRADES AND WELL INTERVENTION WORK

For the proposed wellsite upgrades and well intervention work at the North Paaratte wellsite, it is likely that some additional temporary working space will be required. Lochard will consult with affected neighbours and near neighbours ahead of the works to minimise potential impacts.

7 Land Rehabilitation Process

7.1 PROGRESSIVE REINSTATEMENT

Once pipe laying and wellsite construction is complete and trenches have been backfilled and compacted, rehabilitation crews will take over. These crews will undertake:

- Confirmation of arrangements, applicable biosecurity procedures and rehabilitation schedule;
- Rehabilitation, in accordance with agreed Construction Line List and Property Management Plan specifications, plus any supplementary contract documentation or conditions of project approval;
- Subsoil preparation in accordance with regional practice and agronomic recommendations;
- Reinstatement of drainage channels, pastures and waterways to pre-construction carrying capacity;
- Re-spreading of cleared topsoil;
- Specialised erosion and sediment control as agreed with the landowner. Controls can include hydromulch, turf, broadcast seeding or erosion control blankets;
- Replacement of removed fences, gates and other infrastructure;
- Weed control;
- Maintaining erosion and sediment controls.

7.2 SIGN OFF PROCEDURE

Once initial land stabilisation is deemed to be in accordance with the Property Management Plan, the landowner and/or occupier will be asked to sign off that any of the property's infrastructure that was affected has been reinstated, and that the land is stable. Once this initial stabilisation is verified, the long term restoration of the land can commence.

7.3 LONG TERM RESTORATION

To ensure rehabilitation objectives are met in the long term, the ongoing success of the rehabilitation will be monitored to ensure the land value is restored as far as possible to its pre-existing level.

If the land cannot be adequately restored, then compensation arrangements may apply.

8 Consultation and Activities

Table 1 shows the key phases of the project which will align with the consultation activities and phases of the project.

Table 1 Key Phases of the Project

Key phases of the project
Project Start Up
Stakeholder Engagement and Consultation Plan developed
Engage with landowners, occupiers and neighbouring community
Landholder and Stakeholder Engagement
Issue notification of intent to perform petroleum activities
Negotiate with landowners and occupiers necessary access arrangements, land management requirements and rehabilitation expectations.
Assessments
Undertake environmental and cultural heritage approvals
Continue landowner and occupier consultation
Approvals
Environment Field Surveys
Safety and Environmental Management Plans developed
Other regulatory approvals
Construction
Approval to construct received, Land tenure confirmed
Commence Construction
Commissioning
Commence Operation
Post Construction
Rehabilitation sign-off from landholders
Post construction rehabilitation agreed and signed off
Ongoing access confirmed with landholders for periodic inspection/maintenance as required

9 Collection of Information and Response to Stakeholders

Lochard has engaged CNC Project Management (CNC) to act on behalf of the company in dealings with stakeholders, landowners and occupiers for this project.

CNC will hold copies of correspondence, agreements, and records of contact with stakeholders, landowners and occupiers during the project and keep an up to date log of such activities. Any correspondence directly between Lochard personnel and stakeholders, landowners and occupiers will be provided to CNC to add to the log of information.

The system will include a checklist of activities required for the completion of Project consultation and easement negotiations. It will also record enquiries, feedback and complaints raised and details of response resolution.

9.1 RESPONSE TO STAKEHOLDERS

Following collection of information and feedback from stakeholders, landowners and occupiers, there is a responsibility to communicate the views of the project or information requested back to the parties.

The response process that will be implemented by Lochard includes:

1. Feedback offered, enquiry made or complaint raised.
2. Enquiry, feedback or complaint recorded in the project's records management log;
3. Project investigates and undertakes **one** of the following:
 - a. Accepts the suggestion/question/complaint and advises how it may be solved
 - b. Proposes an alternative to the suggestion or complaint, or responds to the question
 - c. Reports that the suggestion or complaint requires no further action
 - d. Defers action until the relevant information (e.g. outcomes from baseline studies) is known or made available.
4. Relevant person(s) is advised of the outcome and the reasons for the outcome and this is documented in the project's records management log.

Responses will be provided as quickly as practicable to relevant person(s).

Further information on managing complains about the project, Lochard or its contractors is provided in Section 10.2.

9.2 PRIVACY AND USE OF CONFIDENTIAL INFORMATION

9.3 Information collected in discussions with STAKEHOLDERS, LANDOWNERS AND OCCUPIERS WILL BE USED FOR PROJECT PURPOSES ONLY BY LOCHARD AND ITS CONTRACTORS. LOCHARD ACKNOWLEDGES THE

REQUIREMENT TO MANAGE PERSONAL INFORMATION IN COMPLIANCE WITH THE VICTORIAN *PRIVACY AND DATA PROTECTION ACT 2014*.

10 Issues Management

10.1 MEDIA

All media enquiries will be directed to a dedicated person within Lochard's Team.

Email: mediaenquiries@lochardenergy.com.au

10.2 COMPLAINTS

Lochard takes complaints about its activities seriously. The issues management process for the project has the following aims:

- To resolve complaints with the project in a timely fashion;
- To apply learnings from a complaint, to reduce the likelihood of recurrent complaints as the project progresses and future projects that may be undertaken by Lochard or its contractors.

The ways of contacting Lochard to register a complaint about the project are detailed in section 12.1.

Responses to complaints will be provided as quickly as possible, and if a timeframe has been committed this will be monitored. If a committed timeframe cannot be met, then Lochard will contact the stakeholder to provide an updated timeframe for response.

If a dispute cannot be resolved, then an independent mediator or arbitrator may be used to assist in such resolution. Estimated timelines for resolution will be communicated in advance.

11 Resourcing and Responsibilities

11.1 GENERAL

Lochard recognises the benefits of stakeholders, landowners and occupiers having a clear understanding of who is responsible for various aspects of the project because confusion over these matters can cause significant frustration. As such, Lochard has implemented a single point of interface to manage the interface with stakeholders, landowners and occupiers. Lochard has assigned project personnel as follows:

Project Manager: Responsible for Lochard’s overall project delivery which includes compliance with this plan;

Land Liaison Officer: Responsible for all direct consultation with landowners and occupiers. This person will also maintain records of all interactions and discussions;

Senior Project Engineer: Responsible for consultation with all other stakeholders and for ensuring that commitments made by Lochard to stakeholders, landowners and occupiers are communicated to Lochard’s construction, engineering and other contractors;

Construction Manager: Responsible for ensuring construction contractors meet the obligations agreed with affected stakeholders.

Figure 3 demonstrates the key project personnel and interface points with stakeholders, landowners and occupiers.

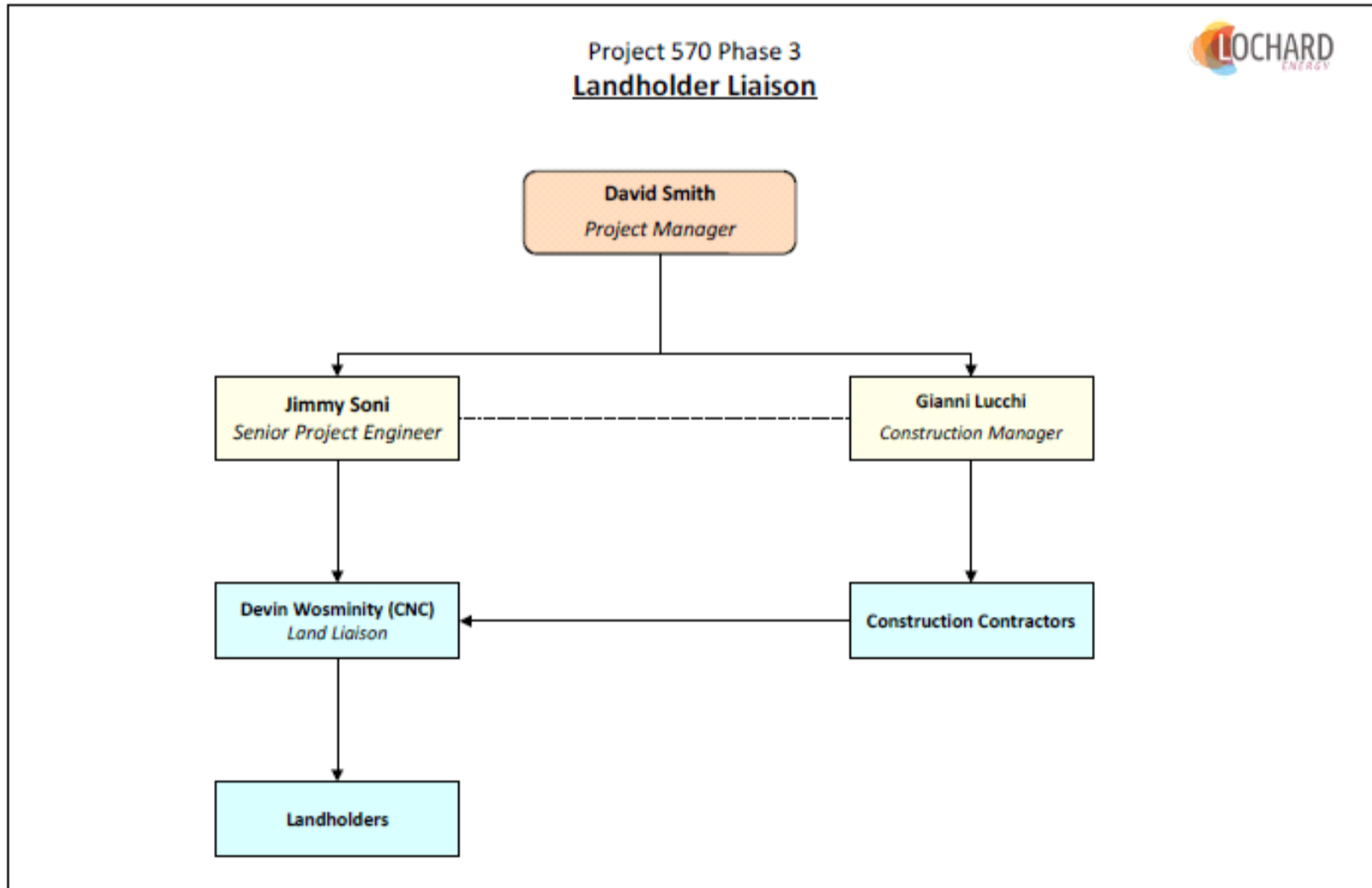


Figure 3 Organisation Chart

11.2 MEASUREMENT

In order to monitor the effectiveness of consultation as the project progresses, Lochard will measure the effectiveness of consultation against the following criteria:

All enquiries, feedback and complaints are recorded and documented;
All enquiries, feedback and complaints are responded to and responses documented including response timeframes.

12 Further Information

12.1 LOCHARD CONTACT INFORMATION

Lochard is the pipeline proponent. Lochard's contact details are:

Address: 285 Waarre Road, Port Campbell Vic 3269

Phone: 1800 549 635

Project email: lochardenergy@cncprojects.com.au

Website: <https://lochardenergy.com.au/about/news>

12.2 REGULATORY AGENCIES FOR PIPELINES

The regulator may act as an independent source of information for the project.

Department of Jobs, Precincts and Regions

Postal Address: GPO Box 4509, Melbourne Vic 3001

Street Address: 1 Spring Street Melbourne Vic 3000

General Enquiries: Telephone: (03) 9651 9999 or 1800 549 635

Complaints: 0419 597 010

operational.reports@ecodev.vic.gov.au

12.3 LEGISLATION

Victorian

Website: www.legislation.vic.gov.au

Commonwealth

Website: www.legislation.gov.au or www.austlii.edu.au

Primary Act: Petroleum Act 2008 (Vic)

Other Applicable Acts

Aboriginal Heritage Act 200;
Catchment and Land Protection Act 199;

Marine and Coastal Act 2018;
Country Fire Authority Act 1958;
Crown Land (Reserves) Act 1978;
Environment Effects Act 1978;
Environment Protection Act 1970;
Flora and Fauna Guarantee Act 1988;
Gas Safety Act 1997;
Heritage Act 1995;
Land Act 1958;
Land Acquisition and Compensation Act 1986;
Local Government Act 1989;
Occupational Health and Safety Act 2004;
Planning and Environment Act 1987;
Road Management Act 2004;
Traditional Owner Settlement Act 2010;
Water Act 1989; and
Wildlife Act 1975.

Primary Applicable Australian Standards:

AS 2885.1-2012 Pipelines - Gas and Liquid Petroleum – Design & Construction
AS 2885.3-2012 Pipelines - Gas and Liquid Petroleum – Operation & Maintenance

12.4 PIPELINE RELATED PUBLICATIONS

APGA Stakeholder Engagement Guideline, 2015;
<http://www.apga.org.au/wp-content/uploads/2009/10/Stakeholder-Engagement-Guidelines.pdf>;
APGA Code of Environmental Practice - Onshore Pipelines, 2017;
<http://www.apga.org.au/wp-content/uploads/2009/10/APGA-Code-of-Environmental-Practice.pdf>;
APGA Onshore Pipeline Projects - Construction Health and Safety Guidelines, 2015;
<http://www.apga.org.au/wp-content/uploads/2009/10/APGA-Construction-Health-and-Safety-Guidelines-Rev-3-FINAL-Clean.pdf>;
APGA / VFF Pipeline Easement Guidelines, 2009;
<http://apga.org.au/wp-content/uploads/2009/10/APIA-VFF-Guidelines-November-2009.pdf>.