



Hillside Copper Mine
Community Engagement Plan
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Rex Mineral's Community Engagement Plan For Hillside Copper Mine

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COMMUNITY ENGAGEMENT PLAN - WHY & WHAT?

The community engagement plan (CEP) is an internal document to be used as a planning tool by Rex Minerals (Rex) for community engagement activities. Engagement with the community occurs throughout the life of the Hillside Copper Mine (Hillside) from developing approvals documents such as the Program for Environment Protection and Rehabilitation (PEPR), through to construction, operation and mine closure. Rex will review and update the CEP regularly to ensure it remains current.

Rex's CEP is a document that clearly identifies the community and outlines how, when and what engagement will occur in the community, during all stages of the mining operation. Rex's CEP includes:

- The purpose of engagement
- A description of the community and key stakeholder groups
- A range of engagement tools for communicating and consulting with the community and when the tools will be used
- The level of engagement and promise to the community
- A timetable of proposed actions and events
- Clearly defined roles and responsibilities for implementation of the CEP
- Methods of evaluating, measuring and reporting the effectiveness of the CEP

Using this CEP, Rex will develop "action plans" for each phase of the Hillside Project. The action plans set out what community engagement activities will be undertaken. The action plans outline the reason for undertaking the engagement activity, such as organising newsletters and meetings and the resources required and who from Rex will be responsible. A timeframe has been provided for each engagement activity as an indication of when it will be undertaken, however this may be dependent on the timing of decisions/milestones.

An action plan has been developed for the operational approval document, the PEPR. The PEPR action plan is shown on the next page and it details the commitment that Rex has made to the community during the development of the PEPR document.

The CEP is a document that is required by the South Australian Government Department of State Development (DSD). Rex's Hillside CEP was submitted for approval on 16 December 2014 and DSD approved this CEP on 12 June 2015. The CEP guidelines provided by DSD are in line with the International Association for Public Participation (IAP2). The terms used within this document are consistent with these standards and DSD's guidelines. Some of the terms used in the document are industry terms such as "influence" or "interest" and are not intended to be offensive. These assessment tools are used as a guide to help determine the most appropriate engagement tool use.

Table 1 Program for Environmental Protection & Rehabilitation (PEPR) Action Plan

PEPR Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing	Status
Community Consultation Committee – ‘Hillside Mine Community Voice’ (HMCV)	<ul style="list-style-type: none"> • Provide detailed information about the project to HMCV. • Seek feedback about PEPR through HMCV working groups. • Discern key PEPR information gaps from HMCV to develop key messaging for community. 	<ul style="list-style-type: none"> • Be an active member of the HMCV. • Prepare PEPR information for working groups. • Working groups to be formed around CCG Issues Register and the social and environmental management plans. • Recording input from working groups against issue register to document the HMCV expectations and recommendations. 	HMCV (broad community representation)	Environmental and Stakeholder Management Supervisor & Project Director	10 months for the development of the PEPR and management plans. 2 months for review of the completed documents. <i>(indicative timing only)</i>	<ul style="list-style-type: none"> • Ongoing monthly meetings with minutes published on Yorke Peninsula Council website (link to website). • Key outcomes: • CEO/MD of Rex presented three times in September 2015 to provide details and answer questions about Hillside Extended Feasibility Study results (revised mine plan) • HMCV Chair appointed March 2016. • Working groups commenced in March 2016 to gain detailed feedback to be used in the PEPR.
One on one meetings	<ul style="list-style-type: none"> • Provide detailed information. • Work through the development of the PEPR to ensure that all legislative 	<ul style="list-style-type: none"> • Regular meetings with regulators on draft PEPR materials and key aspects of environmental management plans i.e. types of monitors. 	L, AL, YPC, G, I, LA, MG, IB, IS.	Environmental and Stakeholder Management Supervisor with support from CEO/MD and Project Director	During development of the PEPR and management plans.	Meetings commenced end of 2015/start of 2016 with some landowners and adjacent landowners along with representatives from Yorke Peninsula Council, Members of Parliament, State and Federal

PEPR Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing	Status
	requirements are fulfilled.	<ul style="list-style-type: none"> Discuss PEPR environmental monitoring requirements with key landowners. 				Government (DSD, RDA, Department of the Environment). Meetings ongoing.
Community updates, newsletters, brochures, discussion papers	<ul style="list-style-type: none"> Provide the location of where to access detailed information about approvals process, timings and key documents. 	<ul style="list-style-type: none"> Prepare clear communication materials for “REXpress” regarding PEPR updates. 	All	Environmental and Stakeholder Management Supervisor	“REXpress” winter 2015 and summer 2015/16 editions	REXpress Summer 2015/2016 published (link to edition 7) REXpress Summer 2015 published (link to edition 6)
Email distribution list	<ul style="list-style-type: none"> Provide detailed information. Seek feedback. 	<ul style="list-style-type: none"> Prepare clear communication materials for PEPR regarding approvals process, timelines and role of the community, regulator and company. Continually add to distribution list from information sessions, HMCV networks etc., with an opt-out function. PEPR information in the HMCV minutes published 	All	Training & Systems Coordinator	Key milestones in the PEPR development and post each HMCV meeting (monthly).	<ul style="list-style-type: none"> Various emails sent out providing updates and outcomes from HMCV meetings. Emails used to raise awareness of open meeting in September 2015. All HMCV minutes have been published on Yorke Peninsula Council website (link to website).

PEPR Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing	Status
		on the Yorke Peninsula Council's (YPC) website.				
Workshops and focus groups	<ul style="list-style-type: none"> Seek feedback. Incorporate feedback into management plans. 	<ul style="list-style-type: none"> Support HMCV working groups to source outside expertise. Discuss management plans with special interest groups. 	All interested parties	Environmental and Stakeholder Management Supervisor	During development of PEPR.	Not yet commenced.
Questionnaires/surveys	<ul style="list-style-type: none"> Seek feedback. Obtain information to allow the analysis of community feedback and considering community concerns or expectations. 	<ul style="list-style-type: none"> In consultation with the HMCV, develop a survey to ascertain community values during the PEPR. 	L, AL, LC, LA, IG, B, RC.	Environmental and Stakeholder Management Supervisor	During development of PEPR.	Not yet commenced.
Project Websites	<ul style="list-style-type: none"> Provide detailed information. 	<ul style="list-style-type: none"> Publish approved PEPR and associated information. Respond to all questions and provide any additional information or assist in finding information. 	All	Environmental and Stakeholder Management Supervisor	Post PEPR approval	<ul style="list-style-type: none"> Rainwater tank testing update posted on website (link here) Updated 'uranium information sheet' to be released on Rex's website (June 2016).

PEPR Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing	Status
Open house, exhibitions, displays	<ul style="list-style-type: none"> Provide the opportunity for community members to seek face-to-face discussion with Rex Staff. 	<ul style="list-style-type: none"> Prepare clear communication materials. Booth at Yorke Peninsula Field Days. 	LC, LA, IG, RC.	Environmental and Stakeholder Management Supervisor	Post PEPR approval	Not yet commenced.
Community information sessions	<ul style="list-style-type: none"> Provide detailed information on stage of the PEPR and timings. 	<ul style="list-style-type: none"> Prepare clear communication materials. 	All	Environmental and Stakeholder Management Supervisor	On request of the HMCV.	CEO/MD of Rex presented in September 2015 to provide details and answer questions about Hillside Extended Feasibility Study results (revised mine plan)
Community correspondence in relation to PEPR	<ul style="list-style-type: none"> Register and document all community correspondence. Respond to all community correspondence. 	<ul style="list-style-type: none"> All correspondence is logged and responded to. Key issues are able to be identified and tracked through the designated correspondence register. 	All	Environmental and Stakeholder Management Supervisor	As required – acknowledgment of receipt within one working day and response (if required) within five working days.	Not yet commenced. HMCV Working Groups commenced in March 2016 to gain detailed feedback to be used in the PEPR.

1. INTRODUCTION

1.1 PURPOSE OF THE PLAN

This community engagement plan (CEP) is a document that clearly identifies the community and outlines the framework for how Rex Minerals Ltd (Rex) will engage with the community during all stages of the development of the Hillside Copper Project (Project). The CEP sets out clear goals and objectives based on Rex's engagement during the exploration and mine development phase of the Project as documented in the Mining Lease Proposal August 2013 (MLP) which was supported by the Socio-Economic Baseline Report September 2012 and the Socio-Economic Impact Assessment March 2013.

The CEP outlines ongoing community engagement to be undertaken between Rex and the community in the development of the Program for Environmental Protection and Rehabilitation (PEPR) and throughout construction, operations and closure. The CEP outlines a range of engagement tools for communicating and consulting with the community and a guideline to when these tools will be utilised.

The CEP includes the framework for the Social Management Plan (SMP) which will state the proposed timelines for actions and events based on current project status, clearly defined roles and responsibilities for plan implementation, methods for evaluation and measuring and reporting the effectiveness of the plan.

The proactive approach undertaken by Rex has enabled it to draw on local knowledge held by the community and other stakeholders to identify and address issues of concern or importance, and to optimise the benefits of the Project to the region and its community. This provides the basis for the development of the PEPR (including consideration of any variations where the community is potentially affected) and supporting management plans.

Community engagement is an ongoing process that requires continual review and that allows for adaptive strategic planning to reflect changing community needs and aspirations, government requirements and company objectives. The CEP will be reviewed annually to reflect changes in the mining operation and community.

1.1.1 Community Engagement Policy Statement

A commitment by Rex to undertake open and inclusive community and stakeholder engagement is clearly provided in its Community Engagement Policy statement. This policy has been approved by Rex's Board.

Community Engagement Policy statement

“Rex has a commitment to provide communities, including indigenous communities, where we operate, with sustained benefits as a result of our activities.

This commitment involves:

- *maintaining an economically sustainable and responsible business,*
- *open and inclusive engagement,*
- *contributing to the regional economy,*
- *building community capacity,*
- *contributing to environmental sustainability, and*
- *exercising our right to explore for and extract minerals on our licences.*

Our Community Engagement Policy is based on understanding and respecting the communities in which we operate. In achieving our policy commitment we:

- *recognise and respect that landholders (those with an interest in the land) have the right to derive benefit from the land as a farmer, community member or traditional owner,*
- *understand and work to resolve issues arising as a consequence of overlapping rights and responsibilities with regard to ownership and use of the land, and*
- *work closely with all landholders and the broader community to maximise the benefits of the minerals that exist beneath the surface of the land.*

Rex will be guided by the principle that all exploration and potential mining activities will only be undertaken after consultation with the local community and the State Government and on the basis that it is the best net beneficial use of the land.

Rex complies with statutory requirements and accepted industry standards and has developed standards and procedures to fulfil its Community Engagement Policy commitments.

Standards and procedures undertaken by Rex representatives include those which guide our engagement with landholders, support and build community capacity and contribute to sustained regional benefit. Rex adopts these standards and procedures to ensure we engage with and support the communities in which we operate. Our Environmental and Sustainability Policy complements our Community Engagement Policy.”

1.2 LEGISLATIVE REQUIREMENTS OF THE CEP

Mining Lease (ML) Condition 42 'Community Engagement' of the Second Schedule states that:

The Tenement Holder must prepare, implement and maintain (to the satisfaction of the Director of Mines) a CEP that:

- *Sets out the purpose, objectives and parameters of engagement with the Community;*
- *Identifies all community stakeholders likely to be affected by mining operations;*
- *Sets out the tools and techniques that the Tenement Holder intends to use for;*
 - *identifying community attitudes and expectations;*
 - *providing information to the community;*
 - *receiving feedback from the community;*
 - *analysing community feedback and considering community concerns or expectations; and*
 - *registering, documenting and responding to communications from members of the community;*
- *Outlines an action plan to commence the proposed engagement activities; and*
- *Addresses any further matters that the Director of Mines advises in writing.*

The CEP must be submitted to the Director of Mines for approval within three months of the grant of the Mining Tenement.

Rex's CEP was submitted for approval on 16 December 2014. After an assessment by DSD further information was required to be included in the CEP. The CEP was re-submitted by Rex on 18 May 2015 and was approved by DSD on 12 June 2015.

1.2.1 Other Related Legislative Requirements

The CEP outlines the framework of engagement with the community and encompasses related Mining Lease Conditions as detailed in Section 7.2 of this CEP and include:

- Mining Lease Conditions 40 and 41 'Social Management Plan' of the Second Schedule.
- Mining Lease Conditions 43 and 44 'Communications Protocol' of the Second Schedule.
- Mining Lease Conditions 45 to 49 'Complaints Register' of the Second Schedule.

2. PROJECT CONTEXT

Site: Hillside Copper Mine, Yorke Peninsula

Mining stage: Development of the mining project

Rex, an Australian minerals exploration and development company, made a significant copper discovery in 2008 and is proposing to develop the Hillside Project. The deposit is located in South Australia on agricultural land on the Yorke Peninsula, between the townships of Ardrossan and Pine Point as shown below in Figure 1.

The local area (primary study area) immediately surrounding the Mining Lease (ML) in which the majority of potential impacts (positive and negative) would be felt includes the townships of Ardrossan, Black Point, James Well, Pine Point, Port Julia, Rogues Point, Sheoak Flat and Tiddy Widdy Beach, along with local rural properties, with a total population of 1580 and falls within the Yorke Peninsula Council (YPC) (ABS 2006). The township of Ardrossan, the largest in the primary study area and is characterised by a high percentage of older persons, below State average incomes, and higher than State average unemployment and home ownership. Australian Bureau of Statistics data indicates that more than half of the homes in the primary study area are not permanently occupied, and it could be assumed that most of these would be holiday homes occupied on a non-permanent basis.

The regional area (regional study area) is defined as residential settlements within a reasonable daily driving distance of the Project from which employees will be sourced or potentially accommodated, goods and services procured and product and consumables will be transported. The regional study area is characterised by lower workforce participation, higher unemployment and significantly below-average incomes when compared to the State of South Australia and the nation as a whole.

The current land use is dominated by broad acre cropping of cereals, pulses and grazing with a small percentage of remnant vegetation in those areas that are less suitable for agricultural activities. Before the arrival of the European pastoralists 1840's, the Yorke Peninsula was the home of the Narungga People, who occupied the land from near Port Wakefield in the east, to Port Broughton in the west, and down to the southern tip of Yorke Peninsula. The Narungga People still have a significant presence on the Yorke Peninsula.

For full details, see Rex's Socio-Economic Baseline Report September 2012 and the Socio-Economic Impact Assessment March 2013 that were both prepared by DMConsulting Pty Ltd and published as appendices of the MLP.

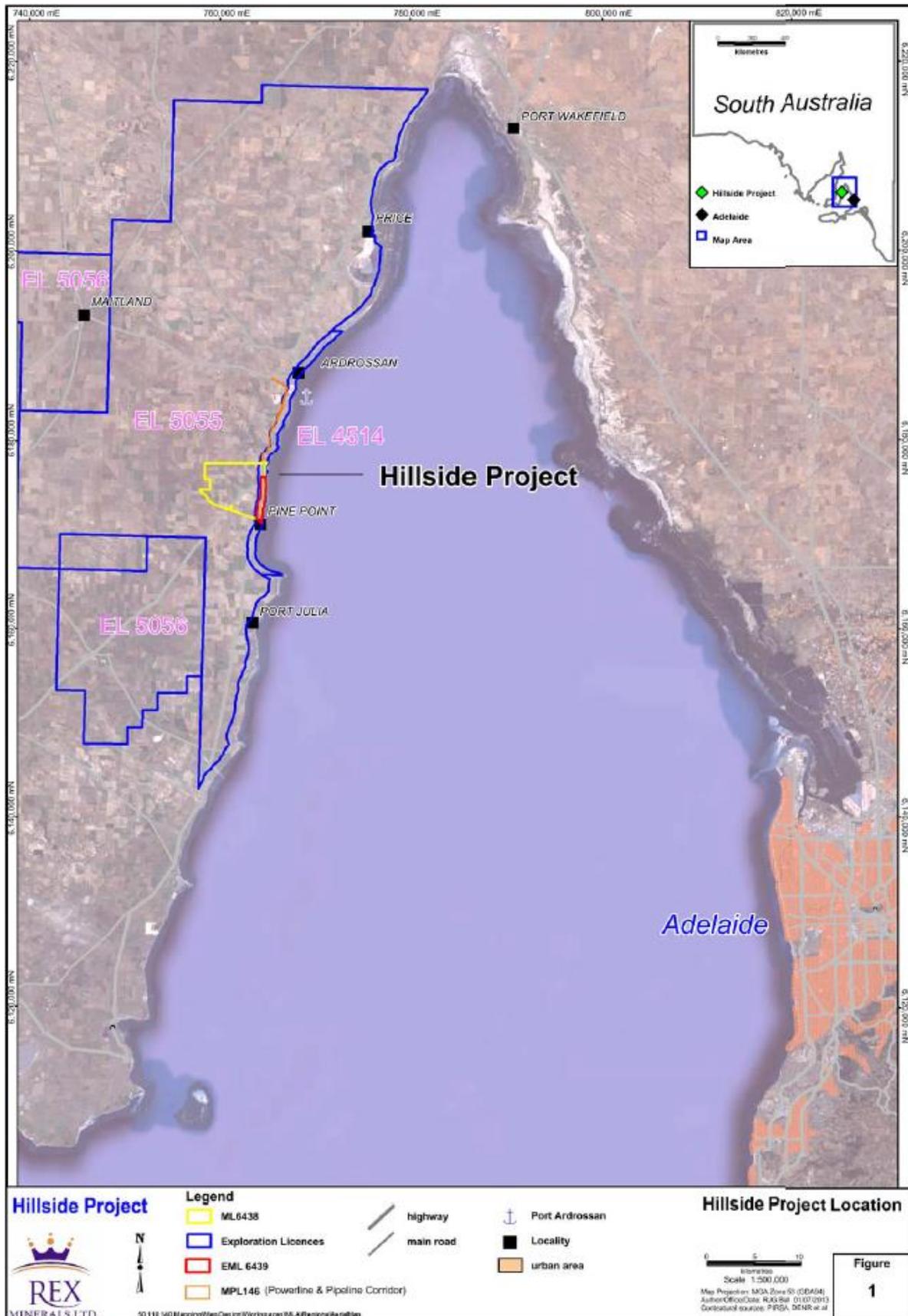


Figure 1 Hillside Project Location

3. COMMUNICATION OBJECTIVES, PRINCIPLES AND APPROACH

When entering a region to explore for minerals, Rex undertakes to firstly understand the community in which it will be working and identifies the community stakeholders that will be impacted by the Project. This process occurs alongside initial mine exploration and planning stages and is continually updated during exploration, planning, development, mining and mine closure phases.

3.1 COMMUNICATION OBJECTIVES

Rex has developed and adheres to the following consultation program objectives:

- To manage expectations by ensuring that communities fully understand the nature of the Project, and the likely impacts and benefits that may be derived from Project operations.
- To promote community confidence by ensuring open and transparent discussion of Project development processes, technical studies, impacts and risk management processes.
- To ensure sustainable Project design and decision making by incorporating local community knowledge, views and concerns.
- To enable Rex to recognise and address community concerns early.
- To ensure regulatory requirements and expectations are met.

These objectives have been applied in the development of the Project to date.

3.2 ENGAGEMENT PRINCIPLES

The engagement principles implemented by Rex with regard to the Project involve the following key components:

- Stakeholder mapping to describe the community, identify key stakeholder groups, regional attributes, assets and concerns or issues.
- Implementation of a clear engagement strategy based on an assessment of the level of potential impact of the Project and the level of stakeholder interest for that given activity/issue as it moves through its different development stages.
- Establishing communication and consultation methods that reflect stakeholder needs including presentations, meetings and forums, open office sessions, one-on-one discussions, newsletters and information sheets, public and interest group site tours and information sessions.
- Foster the establishment of a Hillside Project Community Consultative Committee to enable informed participation by community members with respect to its role in the approvals process and mine development through contact with regulators, technical experts, other similar consultative groups and visits to other mining operations.

- Provide a transparent mechanism through all engagement activities for identifying stakeholder issues and community concerns through the establishment of an 'Issues Register' and consultation database.
- Adhere to recognised outrage management principles to manage and respond to elevated community concerns.

To date, all components of this approach are in place. The Terms of Reference (ToR) of the Community Consultative Group (CCG) set out the objectives, expected outcomes, operation and reporting mechanism with respect to the scope of the pre-feasibility study and mine planning for Hillside. The CCG was instrumental in developing the 'Issues Register' and as a conduit for identifying community concerns and information dissemination. The CCG was to review its role once the mining proposal was finalised and mine approval considered. The CCG in its current form chose not to continue to the next phase from development to construction, operation and final closure phases for Hillside. The CCG operated from December 2011 – August 2014.

A series of workshops was undertaken in early to mid-2014 with the CCG and other community members to develop a new charter and stakeholder list. The new Hillside community group had its inaugural meeting in November 2014 and was named the Hillside Mine Community Voice (HMCV). For the purposes of the CEP, the name "CCG" will be used when referencing the previous group and the "HMCV" will be used when describing the new group.

The work of the HMCV is documented on the Yorke Peninsula Council's website. Details of the HMCV's involvement in the development of the PEPR is outlined in the PEPR Action Plan.

4. STAKEHOLDER ANALYSIS

4.1 STAKEHOLDER IDENTIFICATION AND CATEGORISATION

Rex has compiled a list of priority stakeholders. For ease these stakeholders have been grouped, as per Table 2. Rex will use this list to ensure that every group is consulted and engaged, subject to the nature of the proposed activity/issue. This process is qualitative, and stakeholder groups and their levels of interest are anticipated to change over the life of the Project, noting that groups change as do type and level of impact.

Table 2 Stakeholder map

Stakeholder Group	Description
Landowners (L)	Farmers within the ML and MPL areas.
Adjoining Landowners (AL)	Landowners with property adjoining the ML and MPL areas.
Local Communities (LC)	Local communities/townships within small settlements who are potentially impacted by Hillside including progress associations.
Tourists (T)	Those visiting the area for a day or short-term stay at caravan parks, shacks and other holiday accommodation.
Local government (YPC)	Local council members responsible for local roads, planning and approvals.
Government Agencies (G)	Agencies including DSD, South Australian Environmental Protection Agency (EPA), Department of Planning, Transport and Infrastructure (DPTI), SA Water, SA Power Networks, Department of Premier and Cabinet (DPC), Primary Industries and Regions SA (PIRSA), SafeWork SA and Federal Department of the Environment (DotE) with direct regulatory roles and associated departments that need to be consulted.
Indigenous (I)	Indigenous peoples of the area (Narungga).
Local Agencies (LA)	Stakeholders who play a role in regional development, education, training, emergency services and law enforcement.
Members of Government (MG)	Elected members at government at Federal, State and Local levels.
Interest Groups (IG)	Environmental groups (Natural Resource Management (NRM), Conservation of Our Threatened Species (COOTS), Threatened Plant Action Group (TPAG), land care groups), farm and agricultural groups (YP farmers group, Soils groups etc.), landowners groups (Yorke Peninsula Land Owners Group (YPLOG)).
Business (B)	Tourism and other regional businesses including town based and agricultural businesses.
Regional Community (RC)	Landowners (farmers and shack owners) in the surrounding region not included in the above categories i.e. Port Vincent, Maitland etc.
Media (M)	Local, State and National media.
Industry Bodies (IB)	Bodies with potentially impacted members including SA Chamber of Minerals and Energy (SACOME), Minerals Council of Australia (MCA) and Grains Council (including Primary Producers SA). This extends to other mining companies operating in the region.
Key Internal Stakeholders (IS)	Employees and project contractors.

4.2 STAKEHOLDER GROUP ANALYSIS AND ENGAGEMENT STRATEGY

For the purpose of a stakeholder classification exercise only, primary stakeholders were defined as those who have the potential to be impacted by the Project. Secondary stakeholders are defined as those with an interest/influence in the Project. Stakeholders have been allocated across four levels to differentiate between high and low levels of potential impact and high and low levels of interest/influence as below in Table 3. This will change subject to the nature of the activity/issue and should be used as a guide only for the Hillside Project as a whole.

Table 3 Stakeholder classification

Level 1:	Level 2:	Level 3:	Level 4:
Primary Stakeholders (high impact) who experience high levels of interest/influence	Secondary Stakeholders (low impact) with high levels of interest/influence	Primary Stakeholders (high impact) who experience low levels of interest	Secondary Stakeholder (low impact) with low levels of interest

The levels of engagement required are based on a qualitative assessment and are subject to change as the Project progresses. The engagement levels are presented below in Table 4.

Table 4 Engagement level

Inform:	Consult:	Involve:	Collaborate:
Provide balanced and objective information to assist understanding of issues, alternatives, opportunities and solutions.	To obtain stakeholder feedback on issues, alternatives, opportunities and solutions.	To work directly with stakeholders to ensure issues and opportunities are understood, and solutions considered.	To establish partnerships with stakeholders to develop alternatives and the identification of preferred solutions.

Through assessing the stakeholder classification and the required engagement level, the most appropriate engagement strategy is identified. This has been undertaken for the Hillside Project as a whole and will be reviewed subject to the proposed activity/issue. The engagement strategies are based on the identified stakeholder type and engagement level, as shown below in Table 5.

The current HMCV membership has a broad representation as it includes the majority of the stakeholder groups as shown in Table 5. The stakeholder groups not represented are the members of government, industry bodies and media. Members of government and industry bodies are involved in strategic planning sessions with Rex as per their core function.

Table 5 Engagement strategy based on stakeholder type and engagement level

Stakeholder Group	Stakeholder Type	Level	Engagement Strategy				Rep-reented on Community Group	Comments
			inform	consult	involve	collaborate		
Landowners (L)	Primary	1	x	x	x	x	x	Actively involve.
Adjoining Landowners (AL)	Primary	1	x	x	x		x	Actively involve.
Local Communities (LC)	Primary	1	x	x	x		x	Involve.
Tourists (T)	Secondary	4	x					Ensure there is access to information (site tours etc.)
Local government (YPC)	Primary	1	x	x	x	x	x	Collaborate on ancillary issues relating to approvals and infrastructure.
Government Agencies (G)	Primary	1	x	x	x	x	x	Commitment from regulators to be involved in community group as requested.
Indigenous (I)	Secondary	2	x	x	x	x	x	Considered a strategic, respected and key stakeholder. Actively involve.
Local Agencies (LA)	Secondary	2	x	x			x	Collaborate on community partnerships or sponsorships such as training and development and multi-user infrastructure projects.
Members of Government (MG)	Secondary	3	x	x				Collaborate on regional services, economic outcomes and community concerns.
Interest Groups (IG)	Secondary	2	x	x		x	x	Collaboration on aspects such as rehabilitation and closure planning.
Business (B)	Primary	3	x			x	x	Collaborate on partnerships or sponsorships in particular business to become local providers.
Regional Community (RC)	Secondary	4	x				x	The regional community is important to represent as a community group to understand the wider communities issues.
Media (M)	NA	-	x					Monitor only.
Industry Bodies (IB)	Secondary	4	x			x		Collaborate on issues of policy and on-ground activity.
Key Internal Stakeholders (IS)	Primary	1	x				x	Information and community engagement training (procedures, interaction, involvement).

5. ISSUES ANALYSIS AND RESPONSE

5.1 ISSUES REGISTER

The key issues have been documented through the development of an Issues Register by the CCG. This Issues Register was included in the published MLP and formed the basis of the environmental and social impact assessment from a community's perspective. The Issues Register remains a live document to allow Hillside's current community group, the HMCV, to manage its work and to maintain focus on its key issues. The Issues Register prioritises issues and categorises them as either environmental or social/infrastructure issues. Each issue has a corresponding level of community concern or perceived benefits and expectations of how these identified issues should be managed by Rex.

5.2 KEY ISSUES IDENTIFIED

For the purposes of this CEP, issues from the Issues Register have been grouped into areas of focus to enable clear communication, as per Table 6 below.

Table 6 Description of Key Issue/Interest

Issue/Interest	Description
Environmental issues	Includes issues relating to air quality (including dust), flora, fauna, water quality, marine impacts, erosion, noise, vibration, uranium/radiation, waste, chemicals, light amenity and rehabilitation (during operations).
Public amenity	Includes issues relating to land use (during operations), nuisance dust, blasting, vibration, noise, traffic and visual amenity.
Mine closure	Issues regarding end land use and rehabilitation.
Land use	Issues associated with changes in land use (agriculture to mining).
Land ownership	Issues relating to land access and operations impacting farming land.
Social and infrastructure	Includes issues relating to employment, accommodation, water supply, power supply, roads, port, fire, ancillary mine infrastructure, economic and industry changes.
Heritage	Management of land, cultural awareness, artefacts and opportunities for Indigenous People.
Regulations	Includes issues relating to project approvals, monitoring and reporting.
Communications	Access to information, transparency, two-way communication and responsiveness.
Tourism	Impact on existing tourism facilities and road access.

5.3 ENGAGEMENT TOOLS AND TECHNIQUES

The level of engagement reflects the stakeholder groups and their level of interest and influence. It includes the distribution of information, the seeking of information from the community (e.g. identification of issues, opportunities and local knowledge), and opportunities to involve the community in discussion of issues and the development of solutions and incorporating issues discussed into project design and development.

Consultation will continue for the life of the Hillside Project and where necessary, beyond. The form of this consultation will include activities as detailed below in Table 7.

Table 7 Description of engagement activities

Engagement Activity	Description
One- on-one meetings	Meetings held between the Company and individuals from the community to discuss aspects of the mining operations.
Site tours	Community tours of Hillside to provide an understanding of the size and layout of the Project.
Community updates, newsletters, brochures, discussion papers	“REXpress” newsletter which includes Project updates and FAQs. Flyers are also used by Rex or by Hillside’s HMCV to communicate the progress of the Project, issues, advertising events including engagement opportunities and invite feedback. Regular contributions to local community newsletters such as the ‘Ardrossan Antics’ and the ‘Piney News’. This extends to information on websites and other forms of social media.
Advertisements/articles	Articles mainly in the local paper (Yorke Peninsula Country Times) for information on key issues, specific events and programs and to invite feedback.
Email distribution list	Written communication addressed to affected parties using the distribution list compiled from community meetings, site tours, public submissions etc. It outlines the issues, coming events and invites comment.
Workshops and focus groups	Participants are invited because they are residents or because they have a particular involvement or interest in the subject being discussed. The purpose is to find out the range of opinions that exist on a particular topic.
Questionnaires/surveys	Online or paper based questionnaire requesting feedback on a specific issue or project.
Public Submissions	Written correspondence received from the community (usually addressed to government) following the announcement of a project or a release of information.

Community communications	Written correspondence (letters, emails, enquiries on website), verbal correspondence (phone calls, face-to-face meetings and informal discussions that require actions/follow-up) received from stakeholders.
Project Websites	Online resource for communities to access information about the Project at any time. Company website used to publish FAQs, information sheets and approval documentation. The YPC website may also be used in the future to publish information from the HMCV i.e. minutes, presentations and provide monitoring results.
Open house, exhibitions, displays.	An open office in Ardrossan for community members to drop in and as a meeting point for site tours. Presence at community events such as Field Days to provide one-on-one questions and answers.
Community information sessions	Community information sessions are forums used when important information is required to be delivered to the wider community. Some will be attended by an expert consultant when required or requested by the HMCV. Due to the population of the local community, a large number of associations and sporting groups are within the area and targeted presentations to these groups can capture a wide variety of community members.
Community Consultation Committee (Hillside Mine Community Voice [HMCV])	A forum committee that allows for open discussion between representatives of the Company, the community and other stakeholders on issues directly relating to the mine’s operations and environmental or social impacts, and to keep the community informed on these matters. These groups are not decision-making bodies, however they provide a forum for communities and companies to engage and identify and consider issues and optimise community benefit. The HMCV’s purpose is to be a representative group of the people by considering their livelihood, lifestyles, environment and general wellbeing in the context of the Hillside development, and, to ensure enduring community benefits are gained both during and after the life of the Project.
Community partnerships or sponsorship	Collaborations between a company and local government, community or business groups or an individual towards a shared goal. Goals can be wide ranging and should be tailored to suit the communities. They may include sponsoring an event or community facility. The establishment of a formal sponsorship program provides a transparent method for community support initiatives.
Complaints management mechanism	This is a formal process to channel and resolve legitimate issues, concerns or problems that an individual or group has in relation to the Project. This is a mechanism for complaints to be resolved in a timely manner, with their resolution (when appropriate given certain privacy requirements) to be communicated to the community.

Manned telephone line and email address

A telephone 'hotline' and dedicated community email are useful tools for communities to ask for information, raise issues or make comments on the mine operations.

5.4 ISSUES RESPONSE BY STAKEHOLDER

The following Table 8 is a qualitative analysis of stakeholders' interest and influence based on DSD's CEP guidelines.

Table 8 aims to determine key issues of the Project as a whole, and its aim is to identify the corresponding strategy and broad engagement tools to be utilised. Over time, these issues will change and the stakeholder positions and responses will vary.

Table 8 has been provided as a guide only, indicating the methodology that will be used to determine the most effective engagement strategy and tools.

Table 8 Stakeholders' positions on key issues

Key	
■	Influence on issue
□	Interest in issue
✘	Input not required (closed issue)
	Unlikely to be interested in issue (empty cell)

Level	Stakeholder Group ID	Stakeholder	Position and Issue									Strategy	Engagement Tools
			Environmental issues	Public amenity	Mine closure	Land use	Land ownership	Social and infrastructure	Heritage	Regulations	Communications		
1	L	Landowners	■	□	■	■	■	□		□	□	Collaborate	Regular one-on-one meetings Email distribution list HMCV
1	AL	Adjoining Landowners	■	□	■	■	■	□		□	□	Involve	One-on one-meetings Email distribution list HMCV
1	LC	Local Communities	□	□	□	□	✘	□	□	□	□	Involve	Site tours Newsletters Advertisements Community information sessions HMCV
1	YPC	Local government	□	□	□	□	■	■	□	■	□	Inform and negotiate land access, services and development approvals.	Regular one-on-one meetings Email distribution list Community partnerships or sponsorship HMCV

Level	Stakeholder Group ID	Stakeholder	Position and Issue									Strategy	Engagement Tools
			Environmental issues	Public amenity	Mine closure	Land use	Land ownership	Social and infrastructure	Heritage	Regulations	Communications		
1	G	Government Agencies	■	■	■	■	□	□	■	■	□	Collaborate	One-on-one meetings Site tours Attendance at HMCV meetings and community information sessions
2	I	Indigenous	□	□	□	□	□	□	■	■	□	Inform and negotiate land access.	One-on-one meetings Workshops and focus groups Community partnerships or sponsorship
2	LA	Police and Emergency Services	■	□	■	□	✘	■	□	■	■	Consult on public safety and emergency response and law enforcement.	One-on-one meetings Email distribution list
2	LA	Regional development and service providers	□	□	□	□	✘	■	□	□	□	Involve	One-on-one meetings Workshops and focus groups Community partnerships or sponsorship
3	MG	Members of Government	□	□	□	□	✘	■	□	■	■	Involve	One-on-one meetings Community partnerships or sponsorship
2	IG	Interest Groups	■	□	■	■	□	□	□	■	■	Collaborate	Site tours Newsletters Advertisements Email distribution list Workshops and focus groups
3	B	Business	□	□	□	□	✘	■	□	□	□	Collaborate	Newsletters Advertisements Email distribution list Community partnerships or sponsorship

Level	Stakeholder Group ID	Stakeholder	Position and Issue									Strategy	Engagement Tools	
			Environmental issues	Public amenity	Mine closure	Land use	Land ownership	Social and infrastructure	Heritage	Regulations	Communications			
4	RC & T	Regional Community and Tourists		<input type="checkbox"/>	<input type="checkbox"/>			✘	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	Inform	Mine tours Advertisements Newsletters Email distribution list Community information sessions
-	M	Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			<input checked="" type="checkbox"/>	Inform	Site tours Interviews Advertisements
4	IB	Industry Bodies			<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Keep informed and seek to involve in policy matters.	One-on-one meetings
3	IS	Key Internal Stakeholders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Land ownership and communications approvals.	One-on-one meetings					

Various community engagement tools and techniques will need to be used throughout the development and life of the Hillside Project to ensure that two-way communication is occurring and is effective. The level of engagement needs to be clearly defined before the most appropriate engagement tool or combination of tools can be utilised. The four classifications of engagement are outlined below in Table 9.

Table 9 Purpose of engagement

Distributing Information:	Seeking Information:	Receiving Information:	Incorporating Feedback:
The main purpose is to inform. Supply of information to the community about the Project, Project updates and approval processes.	Consulting with the community to gain an understanding of their issues.	To involve the community to put forward ideas and discussion to enable Rex to consider the input.	Collaboration with the community to incorporate ideas and preferences. Any ideas that are not incorporated will be communicated and an explanation provided as to why that issue/idea is not able to be acted upon.

Table 10 is a summary of the tools and techniques employed in engagement activities related to the required level of engagement activity.

Table 10 Summary of engagement tools and techniques

Tool	Distributing Information	Seeking Information	Receiving Information	Incorporating Feedback
One-on-one meetings	X	X	X	X
Site tours	X	X	X	
Community updates, newsletters, brochures, discussion papers	X	X		X
Advertisements	X			X
Email distribution list	X			X
Workshops and focus groups		X	X	X
Questionnaires/surveys		X		X
Public Submissions		X	X	
Community correspondence			X	X
Project Websites	X			X
Open house, exhibitions, displays		X	X	
Community information sessions	X			X
Community Consultation Group (HMCV)	X	X	X	X
Community partnerships or sponsorship	X	X	X	
Complaints management mechanism		X	X	
Manned telephone line and email address	X	X	X	X

6. COMMUNITY AND STAKEHOLDER ENGAGEMENT DELIVERY PLAN

An action plan has been developed for Hillside to assist in planning the community engagement activities that will be undertaken. The action plan presented in Table 11 outlines the reason for undertaking the engagement activity, the resources required and who is the responsible team member. A timing has been provided for each engagement activity as an indication of when it will be undertaken, however this may be dependent on the timing of decisions/milestone and approval processes.

This action plan has been developed based on the current project status and will be routinely reviewed, updated and built on to match the changing stages at Hillside.

An action plan has been specifically developed for the PEPR document, refer Table 1. The PEPR action plan is based on the information contained within the Hillside Project action plan below in Table 11.

Table 11 Action Plan

Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing
One on one meetings	<ul style="list-style-type: none"> • Build relationships through face-to-face discussions and by identifying common goals/working to realise opportunities. • Provide detailed information. • Respond to potential issues to minimise impacts. • Work through the next steps of the approval process in a logical manner to ensure that all legislative requirements are fulfilled and community is involved in decision making. 	<ul style="list-style-type: none"> • Prepare clear communication materials. • Seek feedback on key messaging to adapt and grow. • Regular meetings with key regulators. 	L, AL, YPC, G, I, LA, MG, IB, IS.	Environmental and Stakeholder Management Supervisor with support from Project Director and others.	Prior to and after each milestone.
Site tours	<ul style="list-style-type: none"> • Provide detailed information. • Respond to potential issues to minimise impacts. • Seek feedback. 	<ul style="list-style-type: none"> • Publish advertisements to promote the site tour dates. • Prepare key images, diagrams and key messages. • Seek feedback through survey forms. 	All	Environmental and Stakeholder Management Supervisor	Key milestones and on request.
Community updates, newsletters, brochures, discussion papers	<ul style="list-style-type: none"> • Respond to potential issues to minimise impacts. • Provide the location of where to access detailed information i.e. website. 	<ul style="list-style-type: none"> • Prepare clear communication materials for “REXpress” newsletters including FAQ on the outcomes of the various stages of development. 	All	Environmental and Stakeholder Management Supervisor and others	Key milestones “REXpress” released

Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing
		<ul style="list-style-type: none"> Seek feedback on key messaging to adapt and grow. 			
Media: editorial and advertising	<ul style="list-style-type: none"> Convey information about key issues to broad audience. Seek input into article from key individuals/local community groups. Seek feedback. 	<ul style="list-style-type: none"> Articles to be prepared on joint infrastructure projects/ sponsored programs: <ul style="list-style-type: none"> Opening of first poultry farm using the SA Water pipeline co-funded by Rex. YPRECP 2014 update. Revegetation programs and Walk the Yorke with input from environmental groups. Articles to address key concerns as they are identified: <ul style="list-style-type: none"> Copper and the human body. Explanatory of the lease conditions and next steps. 	All	Environmental and Stakeholder Management Supervisor, with guidance from Project Director and Manager Corporate Affairs (note: mainstream media sits with corporate)	Once key theme is identified and to commence promotion of infrastructure projects/ sponsored programs in January 2015 with monthly articles.
Email distribution list	<ul style="list-style-type: none"> Provide detailed information. Respond to potential issues to minimise impacts. Seek feedback. Advertise events. 	<ul style="list-style-type: none"> Prepare clear communication materials for each milestone with location of where more detailed information can be accessed. 	All	Training & Systems Coordinator	Key milestones.

Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing
		<ul style="list-style-type: none"> Continually add to and maintain distribution list from information sessions, HMCV networks etc., with an opt-out function. 			
Workshops and focus groups	<ul style="list-style-type: none"> Seek feedback. Incorporate feedback into management plans. To develop communities understanding of key aspects and for Rex to further understand communities values. 	<ul style="list-style-type: none"> Farming groups site tour to discuss soil requirements and to source local knowledge. Local environmental groups and government to partake in environmental benefits/closure planning workshop. 		Environmental and Stakeholder Management Supervisor	During development of PEPR.
Questionnaires/surveys	<ul style="list-style-type: none"> Seek feedback. Obtain information to allow the analysis of community feedback and to consider community concerns or expectations 	<ul style="list-style-type: none"> Continue using feedback forms for site tours. Develop a survey to ascertain community values during the PEPR. 	L, AL, LC, LA, IG, B, RC.	Environmental and Stakeholder Management Supervisor	During development of PEPR.
Public Submissions	<ul style="list-style-type: none"> Discern key themes and issues to develop key messaging. Respond to potential issues to minimise impacts and identify community values. 	<ul style="list-style-type: none"> Each submission is logged to ensure that each submission is responded to and that key issues are able to be identified and tracked. 	All	Hillside Project Study Coordinator under guidance of Project Director	As per approvals process

Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing
	<ul style="list-style-type: none"> To track key issues over time to ascertain if engagement strategy is effective. 				
Community correspondence	<ul style="list-style-type: none"> Register and document all community correspondence. Respond to all community correspondence. 	<ul style="list-style-type: none"> All correspondence is logged and responded to. Key issues are able to be identified and tracked through the designated correspondence register. 	All	Environmental and Stakeholder Management Supervisor under guidance of Project Director	As required – acknowledgment of receipt within one working day and response (if required) within five working days.
Project Websites	<ul style="list-style-type: none"> Provide detailed information. Seek feedback. 	<ul style="list-style-type: none"> Develop information sheets as per the Uranium Information Sheet for key issues identified: <ul style="list-style-type: none"> Explanation of the lease conditions. Air quality. Rehabilitation options. Publish articles in YPCT on website. Publish PowerPoint presentations given at community information sessions Continuously build on FAQ's. 	All	Environmental and Stakeholder Management Supervisor	<p>Immediately release the PowerPoint presentation from 3rd November 2014. (Key messages: <i>Regional growth from copper, value of good information and mine closure opportunities.</i>).</p> <p>Ongoing development.</p>

Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing
Open house, exhibitions, displays	<ul style="list-style-type: none"> • Provide the opportunity for community members to seek face-to-face discussion with Rex Staff. • Seek feedback. 	<ul style="list-style-type: none"> • Prepare clear communication materials. • Seek feedback on key messaging to adapt and grow. • Booth at Yorke Peninsula Field Days. 	LC, LA, IG, RC.	Environmental and Stakeholder Management Supervisor	Post funding.
Community information sessions	<ul style="list-style-type: none"> • Provide detailed information. • Seek feedback. • Discern key themes and issues to develop key messaging. • Respond to potential issues to minimise impacts. 	<ul style="list-style-type: none"> • Prepare clear communication materials. 	All	Environmental and Stakeholder Management Supervisor	Key milestones and on request.
Community Consultation Committee – Hillside Mine Community Voice	<ul style="list-style-type: none"> • Provide detailed information. • Seek feedback. • Discern key themes and issues to develop key messaging. • Respond to potential issues to minimise impacts. 	<ul style="list-style-type: none"> • Be an active member of the ‘Hillside Community Voice’. • Working groups to be formed around CCG Issues Register and the social and environmental management plans. 	L, AL, LC, YPC, G, I, MG, IG, B, RC.	Environmental and Stakeholder Management Supervisor	Ongoing.
Community partnerships or sponsorship	<ul style="list-style-type: none"> • Build relationships through face-to-face involvement to build industries's profile within the region. 	<ul style="list-style-type: none"> • Involvement in community projects/programs such as Walk the Yorke and the YP Resource and Energy Careers Program for local high school students. 	All	Environmental and Stakeholder Management Supervisor with support from Project Director	Continue or immediately commence programs that are not dependant on the funding of Hillside.

Engagement Activity	Objective	Task	Target Stakeholder	Team members responsible	Timing
		<ul style="list-style-type: none"> Depending on support and position of Rex - Planning for the 'Rex Day' potentially in support of Ardrossan Hospital. Support seeking funding through federal and state government for training with Hillside as a future employer. 			
Complaints management mechanism & manned telephone line and email address	<ul style="list-style-type: none"> Discern key themes and issues to develop key messaging. Respond to potential issues to minimise impacts. To track key issues over time to ascertain if engagement strategy is effective. Track level of satisfaction with Rex's response/actions. 	<ul style="list-style-type: none"> Each complaint/query is logged to ensure that each submission is responded to and that key issues are able to be identified and tracked. 	All	Training & Systems Coordinator	Ongoing.

7. SOCIAL MANAGEMENT PLAN FRAMEWORK

The framework for the SMP is outlined within this section of the CEP to show how each component is related and to demonstrate that Rex will have a system in place to ensure that each of the key aspects of Hillside’s community is managed and benefits optimised.

7.1 LEGISLATIVE REQUIREMENTS OF THE SMP

Mining Lease Conditions 40 and 41 ‘Social Management Plan’ of the Second Schedule states that:

The Tenement Holder must prepare, implement and maintain a SMP within 12 months from the date of the grant of the Mining Tenement (in consultation with relevant State Government agencies and key community stakeholders) that addresses:

- *The matters described in Table 8.2-1 of the mining lease proposal; and*
- *anything further that the Director of Mines directs in writing.*

The Tenement Holder must make the SMP publicly available.

7.2 STRUCTURE OF ENGAGEMENT APPROACH

Development and implementation of the components of the Social Management Plan (SMP) will be undertaken in consultation with the community. The basic outline is presented below in Figure 2.

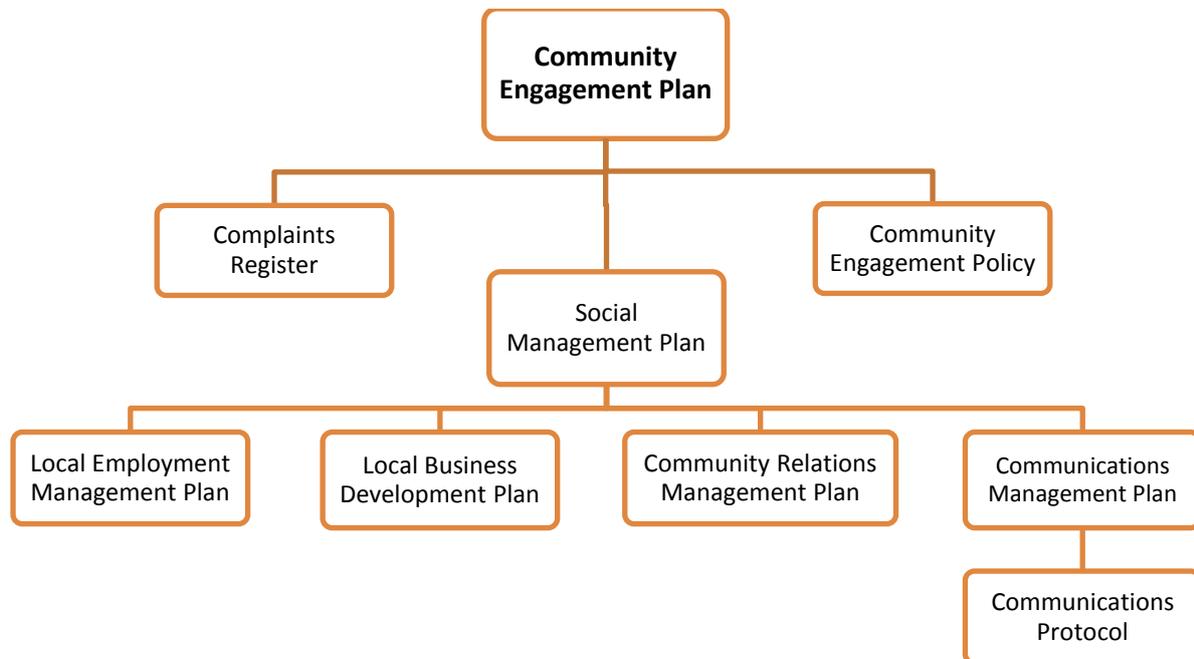


Figure 2 Structure of Engagement Approach

The key aspects of the SMP that ensure Rex appropriately manages its social impacts and opportunities that are outlined in Table 8.2-1 of Rex's MLP 2013 are detailed below to outline the scope of each section.

Consultation with the HMCV will be undertaken during the development of the SMP. Other stakeholders will be invited to be involved through working groups on key aspects (i.e. the development of the Local Employment Management Plan will benefit from the input of Regional Development Australia and employment agencies).

7.2.1 Communication Management Plan

The key components of the Communication Management Plan (CMP) will include (based on the components outlined in Table 8.2-1 of Rex's MLP 2013):

- Operating protocols to manage interactions between project workers and adjoining landholders (including landowners within the ML) and their properties, developed in consultation with landholders, incorporating as much as possible, specific actions and requirements considered important by landholders in minimising inconvenience to them;
- System of advanced notification of major activities or disruptions that may affect landholders or the broader communities, including advanced notice, nature of, reason for, duration and severity of the activity or disruption;
- Landholder and community concerns;
- System for identifying, monitoring and responding to landholder and community concerns must be well-publicised, accessible and easy to use for landholders and the wider community and will include:
 - Monitoring
 - Review
 - Consultation
 - Reporting; and
- Compliance reporting upon commencement of the mining operation will meet compliance reporting obligations and will be prepared annually. The compliance report will demonstrate to the community that the agreed environmental and social outcomes related to the approved PEPR, including compliance with lease conditions, are reported against.

The CMP will include the 'Complaints Register' as outlined above.

Furthermore, as requested by the HMCV, a summary compliance report will be provided quarterly.

Legislative Requirements of the Communications Protocol

Mining Lease Conditions 43 and 44 'Communications Protocol' of the Second Schedule states that:

The Tenement Holder must develop (in consultation with the owners of land and to the satisfaction of the Director of Mines) a communication and operating protocol between itself and owners of land adjacent to and on the Land prior to the commencement of mining operations that includes the following matters:

- *Interaction with landholder operations;*
- *emergency procedures;*
- *communications and issue management processes;*
- *land management;*
- *dispute resolution;*
- *ongoing communication about the Tenement Holder's operations;*
- *receiving and considering feedback;*
- *safety procedures;*
- *access protocols; and*
- *any matters identified by the Director of Mines in writing.*

The Tenement Holder must maintain and adhere to the protocol.

7.2.2 Local Employment Management Plan

The key components of the Local Employment Management Plan (LEMP) will include (based on the components outlined in Table 8.2-1 of Rex's MLP 2013);

- Appropriate targets for employment of people with the relevant skills or experience from the primary study area and Goyder SED region that is considerate of both the desire to maximize the economic benefits of the Project without depleting the region of skilled workers in other industries/businesses.
- Training and education programs that give preference to participation by people from the primary study area and Goyder SED region, in order to maximise local employment and human capital development.
- Appropriate targets for the employment of, and participation in training programs by, Traditional Owners and vulnerable people, where possible.
- Training and education programs in order to maximize the 'pool' of skilled labour in the region for employment at the Project. Where appropriate, Rex will offer non-mine employees the opportunity to participate in training and education programs in order to increase the 'pool' of skilled labour available to other businesses/industries.
- Procedures for the identification of potential workforce reductions and appropriate communication of such to the workforce and local communities.
- Accommodation strategy, outlining the residential workforce objectives and tactics to ensure accommodation and related preparedness;
- Strategies to minimise the potential impact of workforce fluctuations on local communities.
- Provision of outplacement and employee support services to assist employees to transition from phased employment at Hillside; and
- Policy of consistency with other regional employers in the setting of wages and conditions, such as flexible rosters for mine workers, to allow for agriculture seasonal peak times.

7.2.3 Local Business Development Plan

The key components of the Local Business Development Plan (LBDP) will include (based on the components outlined in Table 8.2-1 of Rex's MLP 2013);

- Engage with agencies (such as RDA), local government and other employers to plan, on a regional scale, to maximize the regional business opportunities.
- In concert with relevant authorities, identify goods and services provision capacity in the region and develop and implement a policy of regional procurement including identifying and promoting opportunities for indigenous businesses.
- Conduct training and awareness sessions for small businesses in the region to assist them to understand the potential supply opportunities to the Project and the Project's procurement requirements.
- Engage with agencies, local government, industry associations and other businesses to develop strategies to mutually benefit industries in the region.
- Consult with the RDA on the development of the Local Business Development Plan.

7.2.4 Community Relations Management Plan

The key components of the Community Relations Management Plan (CRMP) will include (based on the components outlined in Table 8.2-1 of Rex's MLP 2013);

- Information sharing with agencies, local government, State Government and community groups to plan, on a regional scale, to manage the impacts of an increased population. Adequate information sharing and planning will assist responsible parties to plan for any required amendments in the provision of services and facilities:
- Behavioural protocols to guide interactions between Rex employees and the broader community to ensure positive integration and minimise potential areas of conflict. These protocols will inform an induction process for all new starters that highlights the cultural, social and environmental values of regional communities to assist newcomers to understand and appreciate the values held dear by those communities.
- Policy to encourage volunteering among the Hillside and related workforce, and participation in community activities.
- Support local volunteering groups, community clubs and associations and events, as part of Hillside's community sponsorship program.
- Work with relevant authorities to ensure clear signage and safety at road intersections, pedestrians crossing in high pedestrian and traffic areas affected by Rex's activities.

8. COMPLAINTS REGISTER

8.1 LEGISLATIVE REQUIREMENTS OF THE COMPLAINTS REGISTER

Mining Lease Conditions 45 to 49 'Complaints Register' of the Second Schedule states that:

- *The Tenement Holder must develop (in consultation with the owners of land and to the satisfaction of the Director of Mines) a communication and operating protocol between itself and owners of land adjacent to and on the Land prior to the commencement of mining.*
- *The Tenement Holder must operate a 24 hour per day, 7 day per week, free-call telephone complaints line for the purpose of receiving complaints from members of the public in relation to mining operations.*
- *The Tenement Holder must take reasonable measures to notify the public of the complaints line telephone number and the fact that it is a complaints line.*
- *The Tenement Holder must establish and maintain a public complaints register. The public complaints register must, as a minimum, record the following detail in relation to each complaint received in which it is alleged that environmental harm (including an environmental nuisance) has been caused by the mining operations:*
 - *the time at which the complaint was received;*
 - *all personal details of the complainant which were provided by the complainant or, if no such details were provided, a note to that effect;*
 - *the subject-matter of the complaint;*
 - *the action taken by the tenement holder in relation to the complaint, including any follow-up contact with the complainant; and*
 - *if no action was taken by the tenement holder, the reasons why no action was taken.*
- *All records in respect of the public complaints must be maintained for a period of at least 7 years.*
- *The Tenement Holder must make the public complaints register publicly available except for the name and contact details of each complainant.*

8.2 COMPLAINTS MANAGEMENT

The Complaints Register documents each complaint, prioritises the complaint, sets out any resultant actions, ensures that the complaint is closed out and then reported as a part of compliance reporting.

To date, all complaints have been recorded, responded to and closed out using Rex's existing Complaints Register which is currently recorded in a database named SkyTrust. An example of the report generated from each complaint is presented below as Figure 3. Further detail is provided in Rex's 'Incident Reporting & Investigation' (Document No: OHS PRO 821). Each complaint is handled as per the following process:

1. **Receive and document** – During business hours, the call will be received by a nominated Rex staff member and the following details noted:
 - 1.1 Name of caller
 - 1.2 Time of call
 - 1.3 Nature of call
 - 1.4 Expected resolution (if appropriate).

These details are entered into the database.

2. **Prioritise and acknowledge** – the nominated Rex staff member will prioritise the call according to the criteria outlined below and allocate it to the relevant department supervisor. The department supervisor will decide on a course of action, in consultation with the Environmental and Stakeholder Management Supervisor, and respond to the caller within 48 hours.

Note: the matter may not be able to be resolved in 48 hours, however, the department supervisor will make contact with the caller within 48 hours to acknowledge receipt of the call and to advise the actions that will be taken to resolve the matter (if required). Confirmation of acknowledgement of the call will be entered into the community engagement database, along with a description of the proposed resolutions actions, the name of the person allocated to complete those actions and the date by which the actions are expected to have occurred.

Prioritisation criteria:

Type of matter	Priority	Allocate
Emergency (traffic accident, workplace accident, hazard with the potential to cause injury).	High	Immediately
Disruption to adjoining landholder activity	High	Immediately
Environmental incident causing contamination or hazard	High	Immediately
Request for information	Medium	Next business day
Feedback	Medium	Next business day

3. **Action and close-out** – once any necessary resolution actions have been undertaken, the department supervisor contacts the caller to advise on completion or progress, and determine the caller’s satisfaction with the outcome. Completion of the resolution actions and the perceived satisfaction level of the caller is entered into the community engagement database.
4. **Report** – on an annual basis, Rex will report to the State Government and to the community group (currently HMCV) on the number of calls and the nature of the calls (categorised). Furthermore, as requested by the HMCV, a summary compliance report will be provided quarterly.



Incident Details	
Incident ID:	357
Incident Date:	09/04/2013
Incident Time:	8.13 PM
Reported By:	xxxx
Reported Date:	14/04/2013
Business Unit:	Rex Minerals Ltd.
Location/Project:	Hillside
Department:	Hillside Site Management
Area:	xxx
Exact Location:	xxxx
Incident Description:	Lighting complaint received from xxxxxx with regards to Rig 14.
Immediate Action Taken:	Contact TLD supervisor.
Witness(es)/Contact Info:	
Outcomes of the Incident	
Near Miss:	No
Personal Injury:	No
Environmental Impact:	No
Property Damage:	No
Community Impact:	Yes
Associated Hazard:	No
Notifiable Incident:	No
Actual Consequences	
Personal Injury:	No
Environmental Impact:	No
Property Damage:	No
Community Impact:	Yes
Potential Consequences	
Personal Injury:	No
Environmental Impact:	No
Property Damage:	No
Community Impact:	Yes - high priority to be actioned immediately
Community Impact	
Identified Issue:	Complaint
Issue Description:	Lighting complaint received from xxxxxx with regards to Rig 14.
Company Action:	Contacted TLD supervisor and asked them if anything could be done to further to mitigate the light without causing any safety issues. Some minor adjustments were made regarding the placement of hay ball screening.
Estimated Cost:	\$ 0

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Actual Cost:	\$
Review Date:	14/04/2013
Reviewer Name:	xxxx
Review Outcome:	Complaint appropriately dealt with and closed out.
Investigation Summary	
Investigation Notes:	Person who lodged the complaint was contact by phone and asked if the modifications made to the hay ball screen was sufficient to remove the nuisance. The response was yes the alterations removed the nuisance.
Investigation Status:	Closed
Investigation Team	
Lead Investigator:	Role:
Team Member 1:	Role:
Team Member 2:	Role:
Team Member 3:	Role:
Team Member 4:	Role:

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Figure 3 Incident reporting and investigation form

9. MONITORING, REPORTING AND EVALUATION

The SMP components are required to be submitted to the Department of State Development (DSD) by 16 September 2017. Timelines associated with the work to be completed as part of the mining lease conditions are currently being considered.

Monitoring and evaluation of engagement activities outlined in the Action Plan in Table 11 are critical to understand and assess Rex’s performance. Table 12 below states Rex’s performance measures against each of its communication objectives as set out in Section 3.1 of this CEP. Rex’s performance will be evaluated annually or at the completion of a phase of work/approvals for the Hillside Project (whichever is sooner).

Table 12 Hillside performance measures

Objective	Primary Task	Performance Measures
To manage expectations by ensuring that communities fully understand the nature of the Project, and the likely impacts and benefits that may be derived from Project operations.	<ul style="list-style-type: none"> Project website to be updated regularly. Manage and respond to all calls, the dedicated community email and postal address at both Hillside and head office. Regular meetings with HMCV, with recorded minutes, action items and live ‘Issues Register’. Provide opportunities for face-to-face discussions at community information sessions as required. 	Regularly update the website with Project information including information on key issues identified (e.g. uranium, dust), including release of all appropriate technical reports.
		All calls, letters and emails are responded to in a timely manner, incorporating any feedback where possible.
		Release Company newsletters and make them publicly available on Rex’s website.
		Media release to be distributed at key milestones and decision points.
To promote community confidence by ensuring open and transparent discussion of Project development processes, technical studies, impacts and risk management processes.	<ul style="list-style-type: none"> Advertisements and media releases about Project updates, key issues, consultation opportunities and approval processes. Company newsletters which contain FAQs based on the issues currently being discussed with landowners, HMCV, YPC, etc. Develop working relationships with stakeholder groups such as agricultural bureaus, RDA, YPC to identify potential mutual benefits. 	Seek feedback from community meetings to understand effectiveness of communication.
		Provide two weeks’ notice (minimum) for consultation opportunities and aim to avoid busy seasonal times.
		Publish HMCV minutes on the YPC website.
		All communication material that relates to approval processes is developed in conjunction or reviewed (where appropriate) by the relevant regulatory body to ensure consistency.

<p>To ensure sustainable Project design and decision making by incorporating local community knowledge, views and concerns.</p>	<ul style="list-style-type: none"> • Hold regular face-to-face meetings with affected landowners. If landowners are not interested/unavailable/decline face-to-face meetings then another method of communication will be pursued i.e. letter, email, invite to HMCV meeting. • Develop relationship with stakeholder groups such as agricultural bureaus, RDA, YPC, Progress Associations etc. to gain local knowledge. 	<p>Ensure that all communication material contains the website address, dedicated community email address, contact number and postal address.</p>
<p>To enable Rex to recognise and address community concern early.</p>	<ul style="list-style-type: none"> • Manage and respond to all calls, the dedicated community email and postal address at both Hillside and head office in Adelaide. • Review stakeholder mapping on completion of each major milestone. 	<p>All calls, letters and emails are responded to in a timely manner, incorporate any feedback where possible. If complaints/questions/issues are raised, assess and test with other members of the public to understand if information/response should be answered publicly through an information sheet, FAQ or in a community meeting to pre-empt issues.</p>
<p>To ensure regulatory requirements and expectations are met.</p>	<ul style="list-style-type: none"> • Manage and respond to all calls, the dedicated community email and postal address at both Hillside and head office in Adelaide. • Abide by access requirement as outlined in access agreements. 	<p>Manage and respond to all complaints as per the 'Complaints Register' to ensure that all complaints are appropriately prioritised and closed out.</p> <p>Manage and respond to all enquiries within 48 hours and provide further opportunities to seek information through site visit, face-to-face meeting etc. as appropriate.</p>

References

ABS 2006, Population Census Data, accessed March 2012:

<http://www.abs.gov.au/websitedbs/censushome.nsf/home/historicalinformation2006?opendocument&navpos=320>