HAIL CREEK OPEN CUT

GLENCORE



Number: HCROC-2119826548-1029 Owner: Environment & Community Advisor Status:ApprovedVersion:2.0

Effective: 11/10/2021 Review: 11/10/2022

Uncontrolled unless viewed on the intranet

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1. Purpose

Hail Creek Open Cut Mine (HCOC) understands that its operation has the potential to impact on the communities it operates in. HCOC's long term success requires us to contribute to the development and well-being of the communities in which we work, and engage in open dialogue with our Stakeholders and is reflected in the Glencore value of 'Openness': We value relationships and communications based on integrity, cooperation, transparency and mutual benefit, with our people, our customers, our suppliers, governments and society in general.

This document describes the approach HCOC will take to assist it to maintain its social license to operate. This approach includes the following:

- a) Building and maintaining effective relationships with our Stakeholders
- b) Engaging with the communities in which we operate
- c) To ensure awareness of activities, plans, and potential impacts
- d) Investing in the communities in which we operate
- e) Including opportunities to partake in investment programs
- f) Meeting the requirements of the HSEC Framework
- g) Maintaining our social licence to operate

2. Scope

This Plan applies to all personnel undertaking activities on behalf of HCOC.

Approved

2.0

Status:

Version:

Engagement Principles 3.

Principles 3.1

HCOC's engagement strategy is underpinned by principles that increase the likelihood of success with respect to building relationships with Stakeholders and our social license to operate:

- Transparent a)
- Open and honest in engagement activities that raise awareness of potential risk to Stakeholders but do not compromise our business activities
- Realistic b)
- Set clear achievable objectives and understanding of what is to be achieved out of the engagement for all parties
- c) Inclusive
- Identify Stakeholders and provide meaningful opportunities for them to engage, including under access rights under statutory entitlements
- d) Respectful
- Listen and acknowledge the needs of Stakeholders, different opinions and perspectives •
- e) Responsive
 - Consider and respond to issues and concerns, providing feedback to Stakeholders

Human Rights 3.2

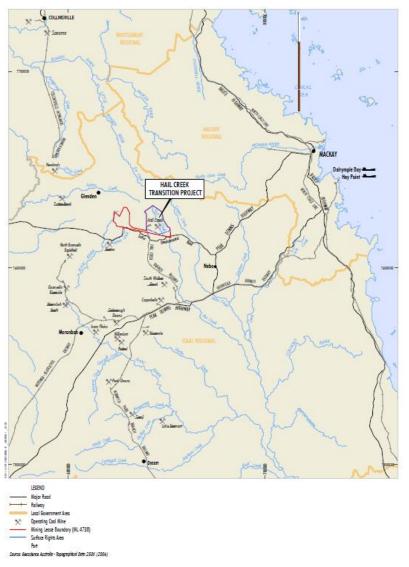
HCOC respects and supports the rights of communities in which we operate, including:

- Undertake systematic engagement with communities in a way this is consistent with Glencore's a) Community and Stakeholder Engagement Strategy.
- b) **Engage Communities to:**
 - Inform them of their land rights under national law •
 - Implement processes for engagement and consultation with affected groups to enable their • meaningful participation in decision-making
 - Develop decision-making and negotiation processes consistent with traditional decision-• making processes and on good faith negotiation

4. Planning & Management

4.1 Identification and Assessment

HCOC is located in the Isaac Regional Council Local Government Area (IRC), ~120km southwest of Mackay, and ~35km northwest of Nebo, in the Bowen Basin Coalfields, central Queensland (refer to *Figure 4-1*).





HCOC has surrounding Landholders that have the potential to be impacted by its operations, and the risks associated to its activities (including but not limited to planned and unplanned water releases, dam failures, blasting activities, dust generation). Surrounding Landholders (identified by property names) are shown below in *Figure 4-2*.

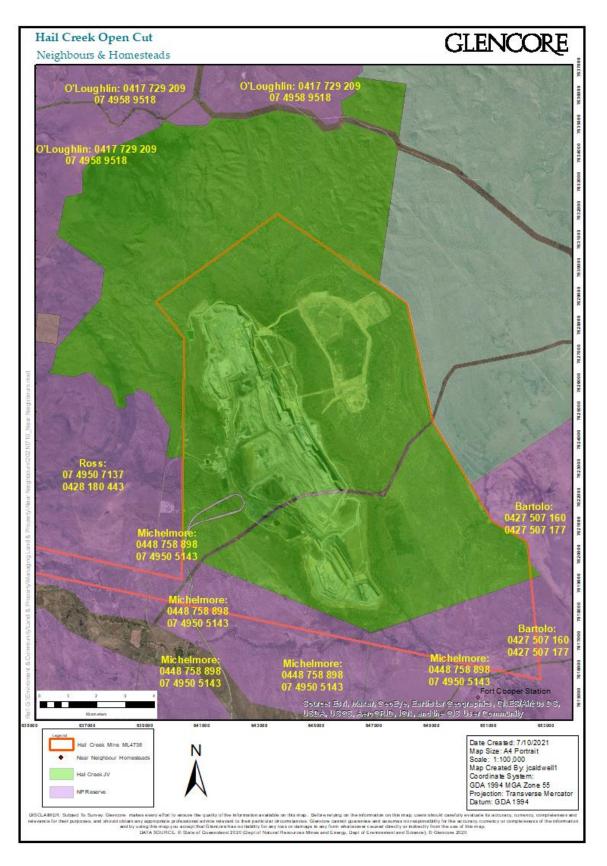


Figure 4-2 - Surrounding Property Names

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4.2 Surrounding Land Users and Stakeholder Categorisation/Identification

Surrounding land uses in close proximity to HCOC include grazing and recreation/conservation (national park). Stakeholders in close proximity to HCOC will be categorised as "Tier 1" Stakeholders for the purpose of engagement strategies.

In a regional context, surrounding land uses include agricultural (predominantly grazing and extending to cropping closer to Mackay), industrial (including fabrication, processing, etc.), and urban (low to high density) land uses. Stakeholders in regional proximity to HCOC will be categorised as "Tier 2 or 3" Stakeholders for the purpose of engagement strategies.

HCOC has developed a comprehensive Stakeholder list that is recorded in *Consultation Manager*. New Stakeholders are generally added to *Consultation Manager* as they are identified. GCAA Community Manager and HCOC site personnel work together to identify relevant Stakeholders.

Stakeholder mapping has informed the generation of a Stakeholder Engagement Plan, which is included as Appendix A.

SE Strategy, SE Plan & Community Development Plan 4.3

4.3.1 Stakeholder Engagement Strategy

The HCOC Stakeholder Engagement Strategy outlines how we plan, manage and review Stakeholder engagement and investment in our communities. The strategy is developed based on information gathered through:

- a) The identification and assessment of community and external Stakeholders
- b) Issues, opportunities and risks, concerns and interests;
- Community profile; and c)
- Impacts of our activities d)

The Strategy has clear objectives for engagement and outlines a plan that provides detail on who, how, why and when identified Stakeholders are to be engaged and is reviewed annually. The Stakeholder Engagement Plan (Appendix A) and Community Development Plan (Appendix B) work to achieve our Stakeholder Engagement Strategy. The Strategy should also include the approved site budget, mechanisms for monitoring the effectiveness of engagement (reaching budget goals/complaints).

HCOC implements the SES Structure in Figure 4-3 below and is developed every three years (reviewed annually), in accordance with 10.0 Community and Stakeholder Engagement Standard.



Figure 4-3 - Stakeholder Engagement Strategy

4.3.2 Stakeholder Engagement Plan

HCOC has developed a plan based on the outcomes of the Stakeholder Identification and Assessment process. The plan lists our Stakeholder groups, and outlines the objectives of the engagement, engagement activities, engagement techniques, timing, resources and responsibilities. When planning and implementing the *Stakeholder Engagement Plan*, the Engagement and Human Rights Principles should be adhered to at all times.

4.3.3 Community Development Plan

An extract from the *Community Development Plan (CDP)* can found in *Appendix B* of *HCOC's Stakeholder Engagement Strategy*. The recommendations presented have been sourced from data collected and presented in the *CDP*.

Community investment activities form the *Community Development Plan* which outlines the requirements of planning, managing and reviewing community development and investment activities at our site. This plan has been developed largely in accordance with *10.01 Stakeholder Engagement Protocol*.

Tier 3 initiatives are HCOC based and are generally decided using the grant guidelines eligibility criteria, *GCAA Community Investment Program Assessment & Approval Form* and generally in accordance with **10.0 Community and Stakeholder Engagement Standard**.

Hail Creek's general target area for Community Investment includes Nebo and the Mackay/Whitsunday area.

HCOC will consider the findings of a broad range of information including but not limited to community information sessions, engagement with Stakeholders, results from community perceptions surveys and publicly available data and community development plans of other organisations e.g. Councils when generating its *Community Development Plan*.

Community Development and Investment activities are based on the information outlined in the *HCOC CDP* and align with GCAA's focus areas for community investment as follows:

- a) Education
- b) Enterprise Development and Economic Diversification
- c) Health
- d) Environment
- e) Local Need as identified in the CDP

HCOC's Community Development and Investment processes and activities will align with the **GCAA 10.0 Community and Stakeholder Engagement Standard**.

4.4 Smarty Grants Online Management System

Smarty Grants Online Management System is used to receive, track, record, apply eligibility rules and approve or decline Grant Applications at HCOC.

4.5 Budget and Timing

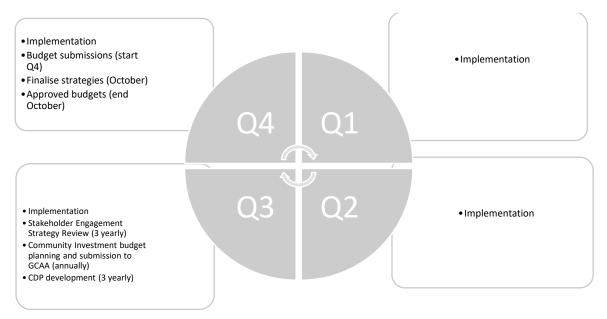


Figure 4-4 – Stakeholder Engagement Cycle

Budget and timing of activities takes place as *Figure 4-4* states.

5. Engagement with Communities and Stakeholders

5.1 Proactive Engagement

HCOC will undertake engagement with Stakeholders on the basis of conventional, risk, and other purposes:

- Conventional engagement encompasses updates about HCOC's operation, and future plans and will be based around budget and life of mine activities (including employment, equipment, explorations, etc)
 - an example includes an update to local Landholders, held at HCOC with a tour of the operation
- Risk engagement encompasses communication about HCOC's risk profile and will be based around a specific Stakeholders potential to be subject to risk from HCOC's activities
 - an example includes a private meeting with a potentially affected Landholder to discuss risk, preparation, and collaboration (e.g. potential exposure to contaminants resulting from water release or dam failure)
- Stakeholders will also be consulted on HCOC's community investment program which supports HCOC's strategy to provide community benefit
 - an example includes community information sessions about access to funds for community benefit programs

Stakeholder Tier	Conventional Engagement (minimum)	Risk Engagement	Community Investment Engagement
3	Information session	Incorporated into conventional engagement on a proactive basis	Once/twice annually
3	Tier 3 Grants	Incorporated into conventional engagement on a proactive basis	Three times per year
3	Ad-hoc Engagement	Incorporated into conventional engagement on a proactive basis	Ad-hoc engagement
3	Landholder Meetings	Incorporated into conventional engagement on a proactive basis	Once/twice annually

HCOC will undertake the following engagement schedule:

Table 5-1 – Engagement schedule

5.2 Reactive Engagement

HCOC understands that its activities may impact on Stakeholders despite engagement efforts. Stakeholders may wish to register a concern with HCOC. HCOC will respond in accordance with *HCOC EA (EPML00661913)* and in accordance with *10.05 Community Complaints Management*.

Concerns are reported to the E&C Department and the HCOC Complaints Procedure is followed.

Interpreted results of programs are relayed to the concerned person and if HCOC is determined to be a source of nuisance not in accordance with its operating approvals, compensation is to be negotiated.

5.3 Community Perception Studies and Social Impact Assessments

As part of the *Community and Stakeholder Engagement Policy*, GCAA is required to undertake *Community Perception Studies (CPS)* at least once every three years. GCAA will coordinate all studies.

All Operations are required to conduct a *Social Impact Assessment* using a 3rd Party every five years, unless triggered through an approval or mine closure requirement.

5.4 Indigenous Engagement

HCOC undertakes engagement with the traditional owners of the land its operation is conducted on in accordance with the *Cultural Heritage Act*, and formal agreements. HCOC will incorporate indigenous participation in procurement and employment activities as agreements are developed.

HCOC undertake active engagement with the Widi #1 People of the Nebo Estate, Widi#2 People, and the Barada Barna people. HCOC have an active *Cultural Heritage Investigation Management Agreement (CHIMA)* with the Widi #1 People, and will formulate similar arrangements with other indigenous parties as required. HCOC will also actively pursue agreements that assist and enable indigenous parties to benefit the community.

5.5 Media, Communications and Public Relations

Any media communication is to be prepared and carried out in accordance with *GCAA Guideline* -**10.04** *Media and Public Relations* and *GCAA Policy* - *Social Media Policy*. This will provide a consistent and accurate message and help to build constructive relationships. The media policies are to be followed at all times.

All branding of communication materials, signage and promotional materials is to be consistent and in accordance with GCAA branding guidelines **10.06 GCAA Identity Guidelines**.

All branding of signage and promotional material is to be approved by the GCAA Media and Communications Manager to confirm consistency and accordance with **10.06 GCAA Identity Guidelines**.

5.6 Records Management

All Stakeholder interaction at HCOC is recorded using the *Near Neighbour Contact Register and Consultation Manager* in a timely manner. Records to be maintained include relevant information regarding alleged nuisance, studies, and correspondence.

5.7 Review

HCOC will conduct an annual review of Community and Stakeholder engagement. This review is to include:

- a) Delivery of the engagement strategy, including the Community Development Plan
- b) Feedback from communities and other Stakeholders identified in the planning stage
- c) Change or ongoing relevant local regulations and requirements arising from permits, approvals and/or licenses
- d) Other binding agreements that take place during the life of the project/operation
- e) Review of the most current *Community Perception Studies*

Information gathered as part of the review process should be incorporated into the planning stage for Community and Stakeholder Engagement with the appropriate corrective actions included as per the annual business cycle. The review process should be also undertaken so as to continually improve performance in the area of Community and Stakeholder Engagement.

5.8 Reporting

All community investments, whether financial or in-kind, are measured on a monthly basis via data entry into *Glencore Corporate Practice (GCP) database* and reported annually. Operations' community activities, whether investments or significant engagements are included in the site *Environment and Community Monthly Status Report* in *CMO*.

6. Document Information

Relevant legislation, standards and other reference information must be regularly reviewed and monitored for updates and should be included in the site management system. Related documents and reference information in this section provides the linkage and source to develop and maintain site compliance information.

6.1 Related Documents

Related documents, listed in *Table 6-1* below, are *documents* directly related to or referenced from within this document.

Number	Title
HCROC-2119826548-1568	Community Development Plan
HCROC-2119826548-1117	Community Complaints Procedure
HCROC-2119826548-1096	Community Complaints Form
GCAA-625378177-9977	10.0 Community and Stakeholder Engagement Standard
GCAA-625378177-10296	10.05 Community Complaint Protocol
GCAA-625378177-10294	10.01 Stakeholder Engagement Protocol
GCAA-625378177-10331	10.04 Media and Public Relations Guideline
GCAA-625378177-10330	10.03 Internal Communications Protocol
GCAA-625378177-15244	10.01 GCAA Stakeholder Engagement Strategy
GCAA-625378177-10297	Community Investment Program Assessment & Approval Form
GCAA-625378177-10295	10.02 Community Development and Investment Protocol
GCAA-625378177-4358	Social Media Policy
GCAA-625378177-10487	10.06 GCAA Identity Guidelines

Table 6-1 – Related documents

6.2 Reference Information

Reference information, listed in *Table 6-2* below, is *information* that is directly referred to for the development of this document.

Reference	Title
SharePoint Application	Near Neighbour Contact Register and Consultation Manager
СНІМА	Cultural Heritage Investigation Management Agreement (CHIMA)
SharePoint Application	Smarty Grants Online Management System
CMO Database	Environment and Community Monthly Status Report
GCP	Glencore Corporate Practice (GCP) database
legislation.qld.gov.au	Cultural Heritage Act

Table 6-2 – Reference information

6.3 Change Information

Full details of the document history are recorded in the document control register by version. A summary of the current change is provided in *Table 6-3* below.

Version	Date	Change Details
1.0	25/03/2020	New Document
2.0	11/10/2021	Annual update includes: Section 4.3 – split into sections, 4.3.1, 4.3.2, 4.3.3 Appendix A updated to reflect 2022 Stakeholder Engagement Added, Appendix B & C

Table 6-3 – Change information

Appendix A - 2022 Stakeholder Engagement Plan

Grouping	Overall Engagement Objective for Group	Levels of Engagement Required *	Engagement Techniques e.g. meetings held, workshops conducted etc		Engagement Timing	J	F	N	VI 4	A M	. t	ſ	A S	o	N	D	Glencore Engagement Leader		Engagement Tracking/Progress .ink to Consultation Manager)
Nebo Community	 Nebo Community Support Nebo Identity Funding Opportunities Employment - Support local procurement 	 Consult Inform 	 Grants Website Notices Opportunistic One-on-one Catch ups 	•	Three times per year as grant rounds open Information session - once/twice annually	J		X			X X			x	X		 E&C Manager E&C Team 	•	Consultation Manager Database PowerPoint presentations (stored on common drive)
Near Neighbours/ Land holders	Land Management	 Involve Consult Inform 	 Dinner One-on-one catch up's Site Tours Emails (blast notifications) 	•	July and December planned near neighbour functions Where mining impacts Landholder							x				x	 E&C Manager Technical Services Manager 	•	Consultation Manager Database PowerPoint presentations (stored on common drive)
Michelmore	 Land Management Village Lease Nebo Identity HCOC Owned Lands Colinta Engagement Nebo Community Support Exploration 	 Involve Consult Inform 	 Face-to-Face Emails Phone Calls 	•	Where predicted blasting (fume management zone) impacts lands							x				x	• E&C Manager	٠	Consultation Manager Database
Howards	 Access to Property Fire Nebo Community Support Nebo Identity HCOC Owned Lands Operations Update Access to Fort Cooper Mountain Colinta Engagement 	 Involve Consult Inform 	 Face-to-face Phone Calls Emails 	•	When applying for permits to light fires							X				X	• E&C Manager	•	Consultation Manager Database PowerPoint presentations (stored on common drive)

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National Parks	Fire Deste	Involve	Websites (e.g. Glencore)	When applying for permits to light fires	x	E&C Manager	Consultation Manager Database
	 Pests Weeds 	ConsultInform	 Face-to-face discussions) Emails Site Tours Phone calls 				
CQU/TAFE	 Employment Support Locally & Procurement 	InvolveConsultInform	EmailPhone	Per traineeship opportunities	Ad-hoc	GCAAGCAA Team	 Consultation Manager Database Emails
MP's State/Federal	 Employment/Support Local/Procurement Nebo Community Support Funding Opportunities 	 Involve Consult Inform 	AS PER GCAA ENGAGEMENT	 As formal events occur (i.e. during sponsorship opportunities) 	As required by GCAA	 Group Executive - HSEC & Industry Relations Group Manager Government Relations & Climate Change - Glencore Australia Regulatory Approvals: Queensland GCAA Approvals & Cultural Heritage Manager GCAA 	 Consultation Manager Database PowerPoint presentations (stored on common drive) GCAA
Traditional owners	 Cultural heritage management Indigenous employment, training and development Indigenous Community investment 	ConsultInform	 Site Tours Participation in their event Face-to-face 	 Per the Cultural Heritage Engagement Guideline 	As Per Terms of Reference	 Queensland GCAA Approvals & Cultural Heritage Manager E&C Manager 	 Consultation Manager Database PowerPoint presentations (stored on common drive)
Emergency services	 Nebo Community Support Pressure on community infrastructure and services Community investment 	ConsultInform	 Participation in their event Site Tour Phone call One-on-one Email 	 Per the annual emergency services site tour 		 HST Manager E&C Manager 	 Consultation Manager Database PowerPoint presentations (stored on common drive)
Reef Catchments (group)	 Water HCOC Owned Lands Colinta Engagement Funding Opportunities 	ConsultInform	 Site Tours Email Participation in some events 	 Per involvement at planned events 	As required by GCAA	 E&C Manager E&C Team 	 Consultation Manager Database

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Community & Stakeholder Engagement Strategy

Resource Industry Network	 Employment Support Local/Procurement Grant Opportunities Operations Update 	Consult Inform	 Participation in their event Emails 	Per involvement at planned membership events	As required by GCAA	 Operations Managers E&C Manager 	 Consultation Manager Database
Greater Whitsundays Communities	 Nebo Community Support Employment Support Local/Procurement Grant Opportunities Operations Update 	• Inform	 Face-to-face Phone calls Emails Participation in some events 	 Three times per year as grant rounds open 		 E&C Manager E&C Team 	 Consultation Manager Database PowerPoint presentations (stored on common drive) Correspondence records
Grant Recipients	 Funding Opportunities Nebo Community Support Mackay Community Support Nebo Identity Operations Update 	• Inform	 Emails Phone calls Face-to-face 	 Pre, during, and post submission of grant and project if successful Three grant rounds per year 		 E&C Manager E&C Team 	 Consultation Manager Database Correspondence records Notices Emails
Schools	 Employment - Support Local – Procurement Nebo Community Support Funding Opportunities Operations Update 	• Inform	 Participation in their events Site Tours Emails Phone Calls 	 During sponsored events, issuing of grants, outdoor movie sponsorship 	• Ad-hoc	 Operations Managers E&C Manager 	 Consultation Manager Database Correspondence Records
Regulators	 Land Management Village Lease Exploration Indigenous Relations (TO's) HCOC Owned Lands 	• Inform	Site ToursEmailsPhone calls	 At pre lodgement and during any regulator interactions 	• Ad-hoc	 Operations Managers E&C Manager 	 Consultation Manager Database Correspondence Records
Workforce	 Funding Opportunities Employment - Support Locally – Procurement Operations Update Newsletters 	• Inform	 Face-to-face Email Text/phone call Newsletter Mine Tour All Events BBQ's/ Information sessions Group Meetings Team Days 	• Continuously	x x	 Operations Managers E&C Manager 	 Consultation Manager Database Correspondence Records

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Isaac Regional Council	 Funding Opportunities Nebo Community Support Mackay Community Support Nebo Identity Operations Update Employment Procurement Support Local HCOC Owned Lands Colinta Engagement 	• Inform	 Mine Tour Email/Letter Group Meeting Face-to-face News Letter 	 As formal events occur (i.e. during sponsorship opportunities) 	• Ad-hoc	 Operations Managers E&C Manager 	 Consultation Manager Database Correspondence Records
Mackay Regional Council	 Funding Opportunities Employment Local Support Procurement Nebo Community Support Land Management 	• Inform	 Mine Tour Email/Letter Group Meeting Face-to-face News Letter 	 As formal events occur (i.e. during sponsorship opportunities) 	• Ad-hoc	 Operations Managers E&C Manager 	Consultation Manager Database Correspondence Records
Nebo Bushmans Carnival Association (Nebo Rodeo)	 Nebo Community Support Nebo Identity Funding opportunities Operations Update 	• Inform	 Face-to-Face Phone calls Participation in their events 	 Pre, during, and post submission of grant and project if successful 		 E&C Manager E&C Team 	 Consultation Manager Database Correspondence Records

Appendix B - 2022 Community Development Plan Extract

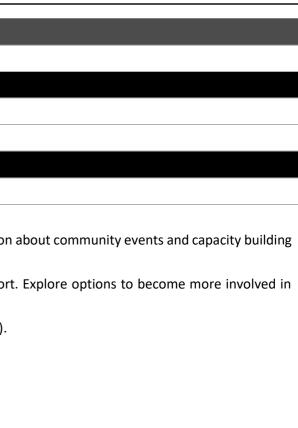
Hail Creek Community Development Plan							
Key Contact	Alan Shaw						
Community Profile							
Geographic area for CDP	Nebo & Mackay						
Key Community Socio-economic demographics	Glencore Community Perception Survey 2018, 2016 Census						
Community Priorities/Goals/Aspirations							
Instructions: Known aspirations and priorities of the community, please identify any specific target groups w	vithin the community if applicable.						
Focus points include:							
Action 1: In conjunction with Greater Whitsundays Communities, facilitate a meet and greet for Women in Ne (to run associations etc autonomously).	ebo (or families) to gauge interest, direction, opinions, input and participation						
Action 2: Investigate capacity of CWA, rodeo, campdraft, cutting associations in Nebo by attending meetings, gauging interest in the committees and encouraging community support contributing to the Nebo community.							
Action 3: Opportunistically collaborate with local schools and university to engage STEM and other education	nal prospects (i.e. Field trips, school visits, university visits, science fairs etc).						
Action 4: Conduct school site tours to educate students and teachers about Hail Creek/coal industry.							

Action 5: Attend relevant Stakeholder meetings to encourage participation, interest and ideas to increase involvement in community, fundraisers and sponsorships.

Action 6: Develop a monitoring and evaluation framework to track progress against reinvigoration initiatives.

Additional needs identified at a local or regional level that has been identified in the community profile and stakeholder analysis.

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Appendix C - 2022 Community Investment

Community Investment Categories	Total Budget (auto calculate)
Education	\$20,000
Enterprise Development	\$0
Health	\$14,350
Environment	\$5,000
Local need	\$26,000
Unallocated/Discretionary	\$6,650
Neighbour meetings/gifts/hampers	\$10,000
TOTAL BUDGET	\$82,000

