


**This is a sub-plan to be used in conjunction with the
Environmental Management Plan**

**ElectraNet Project EnergyConnect SA to NSW Interconnector
330kV and 275kV Transmission Lines**

Customer: ElectraNet

Contract Number: EC 14171

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1 PURPOSE

The purpose of this Landholder Liaison sub-plan is to describe how communication with landholders, and access onto landholder properties, will be managed throughout the duration of the project. Works will be implemented in accordance with the management measures and strategies contained in this sub-plan.

There are two essential elements components for constructive landholder relationships:

- a) Effective communications with landholders
- b) Carrying out work in a manner that is safe, respectful of the landholder wishes, and minimises impact on the land

2 DOCUMENT SCOPE

The scope of this sub-plan applies to all Downer workers for ElectraNet's Project EnergyConnect (PEC). This sub-plan applies to all aspects of landholder communications and liaison for the project.

This sub-plan incorporates the requirements in ElectraNet's project relevant documents including Scope for Environmental Management Plan EC.14171 – Project EnergyConnect Major Works Contract – Design and Construct (July 2021), Safety and Sustainability Standards; and Engineering Contract Specifications.

Where additional management requirements are identified outside the scope of the Environmental Management Plan (SEMP) and this sub-plan specific environmental controls will be identified, and documentation/procedures updated.

3 ENVIRONMENTAL MANAGEMENT PLAN STRUCTURE

A series of environmental sub-plans, as referenced in the project's Environmental Management Plan (Construction), aim to identify environmental risks and opportunities, and provide mitigation controls to manage those risks with an emphasis on the critical risks and controls.

As with the Environmental Management Plan (Construction), sub-plans reference any IMS documents (including but not limited to, procedures, work instructions, and forms), customer specific requirements, and project specific documents required to execute the project.

Updates to sub-plans are subject to the document review and approval process detailed in the project's document control plan.

4 REFERENCED & ASSOCIATED DOCUMENTS

4.1 Legislation

The project will be undertaken in accordance with the *Electricity Act 1996* (SA). This Act contains provisions for ElectraNet to acquire property rights and gain access to private land not owned by ElectraNet. The Act contains landholder notice requirements applicable prior to entering land including access to ElectraNet's transmission line easement.

Downer, as the principal contractor for ElectraNet, has primary responsibility for day to day engagement and communication with landholders during the construction phase. This includes informing the landholder about work that is planned on their property.

4.2 Standards and Guidelines

The standards and guidelines applicable to landholder liaison are listed in the following table.

Australian Standards and Guidance Material
Environment Protection (Noise) Policy 2007
Noise Information Sheet (South Australia EPA, 2013)

4.3 Downer Documents

DOWNER DOCUMENTS	
POLICIES	
<i>DG-ZHAN-PO200</i>	Environmental Sustainability Policy
PRINCIPLES	
<i>DG-ZH-PN002</i>	10 Environmental Principles
PROCEDURES	
<i>DG-DM-PR003</i>	Operational Change Management Procedure
<i>DG-QA-PR003</i>	Internal Audits Procedure
<i>DG-RM-PR003</i>	Project Risk and Opportunity Management
<i>DG-ZH-PR006</i>	Incident Management Procedure
<i>DG-ZH-PR007</i>	Zero Harm Performance Monitoring and Reporting Procedure
<i>DG-ZH-PR116.1</i>	Inspections Procedure
STANDARDS	
<i>DG-HR-ST013</i>	Training & Competency Management Standard
<i>DG-ZH-ST002</i>	Legislative and Other Requirements Standard
<i>DG-ZH-ST013</i>	Zero Harm Worker Consultation Standard
<i>DG-ZH-ST063</i>	Waste Management Standard
<i>DA-ZH-ST069</i>	Environmental Noise and Vibration Standard
PROJECT SPECIFIC DOCUMENTS	
PLANS	
14171-DOW-PRM-PLN-0361	Safety Management Plan
14171-DOW-PRM-PLN-0362	Quality Management Plan
14171-DOW-PRM-PLN-0388	Emergency Management Plan
14171-DOW-PRM-PLN-0379	Environmental Management Plan
14171-DOW-PRM-PLN-0380	Waste Management Plan Sub-plan
14171-DOW-PRM-PLN-0381	Weed, Pest and Disease Management Sub-plan
14171-DOW-PRM-PLN-0552	Biodiversity and Rehabilitation Management Sub-plan
14171-DOW-PRM-PLN-0384	Sedimentation, Erosion and Drainage Management Sub-Plan
14171-DOW-PRM-PLN-0385	Waterway Management Sub-plan
14171-DOW-PRM-PLN-0526	RMMAC Cultural Heritage Management Sub-Plan
14171-DOW-PRM-PLN-0574	First Peoples #2 Cultural Heritage Management Sub-Plan
14171-DOW-PRM-PLN-0575	Ngadjuri Nation Cultural Heritage Management Sub-Plan

4.4 Approvals and Client Documents

PROJECT APPROVALS AND CLIENT DOCUMENTS	
DA	Provisional Development Authorisation (Government Gazette 6 January 2022)
SEMP	ElectraNet Scope for Environmental Management Plan (SEMP)
S&S	ElectraNet Safety and Sustainability Standards (October 2020)
REFERENCE PLANS AND REPORTS	
LMP	ElectraNet Landholder Management Plan EC.14171 Project EnergyConnect (July 2021)

5 DEFINITIONS

The following terms are used in this document.

CAZ Plans	Construction Activity Zone (CAZ) Plans show all ground disturbing activities associated with the project including: <ul style="list-style-type: none"> new tracks, pads and facilities maintenance of existing access tracks including grading, widening or stabilisation areas of disturbance associated with demolition works. These CAZ Plans will be available as spatial data and/or PDF maps for all workers.
Downer Worker	All individuals working for Downer as: employees, contingent labour hire, contractors, subcontractors, apprentices, trainees, and work experience students.
EMP	Environmental Management Plan for the construction phase of this project
INX	The Zero Harm database used to record, investigate and follow-up events, including audits, hazards, incidents, inspections, meetings, observations, risk assessments, reviews, and suggestions.
Infrastructure Works Program (IWP)	Written program of works prepared by ElectraNet for agreement by the landholder based on proposed infrastructure provided in the detailed design supplied by Downer
Land Access Permit (LAP)	Permit provided by ElectraNet to Downer to authorise the commencement of work on a property.

6 LANDHOLDERS

The project area extends through 82 land parcels occupied by 27 different landholders comprising of freehold title, pastoral leases and conservation reserves.

The Project area encompasses land with a range of different land uses. Some of the key land uses and landholder groups along the alignment include:

- energy sector
- mining and petroleum sector (tenement holders)
- other major infrastructure operations (i.e. telecommunications)
- traditional Owners / Native Title
- biodiversity and conservation management areas
- agriculture including cropping and grazing
- rural living

6.1 Commitment to Landholders

Downer and ElectraNet commit to behaving with integrity when working with landholders to identify transmission line routes, and build infrastructure by:

- being honest, ethical and trustworthy
- providing comprehensive and reliable information
- following through on our commitments and doing what we say we will do
- demonstrating respect for landowners, occupiers and their properties
- negotiating in good faith, to achieve fair and reasonable outcomes
- Complying with the relevant laws

6.2 Key Responsibilities

Downer has key responsibilities with regard to landowner interactions, notification and engagement, including:

- provide ElectraNet with a Land Access Permit (LAP) 30 business days in advance of requiring access to land.
- ensure operations are undertaken in accordance with the Contract, Management Plans and this plan.
- ensure that persons entering a property understand the conditions in the LAP including landholder special requirements.
- ensure activities are carried out in accordance with the LAP and standard operating protocol.
- ensure notable landholder interactions are regularly communicated to the ElectraNet Project Manager.
- Review any special conditions pertaining to work on each property and ensure compliance in both the design and construction stages.
- advise the ElectraNet Project Manager of the schedule of works and properties affected at each stage (including when changes to the schedule are made).
- manage landholder complaints and claims including reporting
- Report any unplanned damage to the ElectraNet Project Manager to ensure communication with the landholder.
- provide written Property Access Notice 10 business days prior to ground disturbing works.
- Contact landholder by telephone two days before commencing work on their property.
- undertake day-to-day communication with landholders.
- gain landholder agreement for minor changes to agreed infrastructure, with written confirmation of agreement provided to ElectraNet.
- ensure all meaningful interactions with landholders are recorded and shall be provided to ElectraNet for recording in ElectraNet Connect

7 CONSTRUCTION IMPACTS

When undertaking work within the ElectraNet easement, all Downer personnel and contractors must treat landholders, and their property, with respect and give due consideration to their requirements. Good relationships with landholders will enable Downer to undertake works in an efficient and safe manner.

The potential impacts of construction on landholder properties are:

- damage to property including fences, gates or tracks
- disturbance or death of stock

- disturbance or loss of crops or pasture
- introduction or spread of weeds
- dust, noise, litter and visual impacts

7.1 Noise and Vibration

The potential sources of noise and vibration during construction include:

- access by plant and vehicles to the location of the work sites
- noise generated from plant and machinery when working onsite
- rock breaking or piling of foundations if required

Prior to commencement of works which may cause disturbance, such as noisy activities outside of normal working hours, potentially sensitive receivers to noise and vibration will be identified.

8 MITIGATION AND CONTROL

Maintaining good relationships with landholders is critical to the successful delivery of the Project. The following mitigation and control strategies will be undertaken as far as practicable to mitigate potential impacts on landholders.

8.1 Planning

8.1.1 Landholder Special Requirements

Special requirements (SR's) are conditions that a Landholder and ElectraNet agree upon that can include property / easement access arrangement, biosecurity requirements such as vehicle wash-down and aerial inspections. Special Requirements must be complied with when accessing Landholder property. Employees and Contractors are required to:

- strictly adhere to any "special requirements" that are recorded within ElectraNet Connect
- record and provide photographic evidence of vehicle wash and brush down, geo-coded, date and time stamped PRIOR to accessing properties (in accordance with Special Requirements)
- assume responsibility to check ElectraNet Connect closer to the time of access for any SR updates- failure to check current information is no excuse to meet SR's
- abide by any project requirements that are additional to existing landholder SR's if the project is in close proximity to the asset
- include any pre-existing SR's in any access agreements where engaged on longer term projects.

8.1.2 Pre and Post Construction Condition Surveys

Downer must make good on any damage caused to the property by the works undertaken during construction.

Pre-construction surveys will be undertaken by ElectraNet, in conjunction with the landholder, no more than four weeks prior to construction works commencing and post-construction inspections will be undertaken within four weeks of construction completion.

During the site inspections, the following will be documented:

- prevalence of weed species
- location and condition of existing access tracks
- location of crops, sensitive soils and paddocks
- location and condition of major structures e.g. houses, sheds, irrigation bores/pumps
- condition of adjacent fences, gates, stock troughs

- location of buried powerlines, drainage and sewer lines
- level of soil compaction
- location and condition of remnant vegetation or areas of biodiversity value
- sites of historical or cultural significance
- refuse, contamination, stockpiles, materials or waste products
- consideration in respect to stock impacts.

The post-construction survey will be undertaken between ElectraNet and the landholder to ensure that disturbed areas have been returned to a similar condition to that documented in the pre-construction inspection. If the land condition is found to be in an unsatisfactory, further rehabilitation or rectification may be required by Downer.

Downer will be invited to attend the Pre and Post Construction Surveys.

9 LAND ACCESS

Prior to accessing the Project site, all personnel must comply with legislative requirements (and ElectraNet's TAAM in project areas where TAAM applies), including land access and notification requirements.

Downer shall ensure that all persons carrying out work do so in accordance with:

- this management plan
- landholder Special Requirements (section 8.1.1)
- land access permit (section 9.1)
- property Access Notification (section 10)
- standard Operating Procedures (section 11)

9.1 Land Access Permit

Prior to the commencement of any ground disturbance works, Downer is required to submit a Land Access Permit and provide ElectraNet with **30 business days** advance notice of the need to access land. The LAP will contain specific details of ground disturbance works, and mapping of the disturbance locations.

Once the notice is received, ElectraNet will issue a LAP for the requested properties within 30 business days. Multiple LAPs will be created for the project, as one LAP will be provided per landholder, with the exception of ALT where separate LAP's will be required for Calperum and Taylorville Stations.

Downer is required to abide by the requirements specified in the LAP, and ground disturbance works are to commence following the receipt of an approved LAP issued by ElectraNet.

Project specific information contained in the LAP will include

- approved works
- contact details for the landholder
- environmental, Cultural Heritage and Regulatory Approval Conditions
- landholder special requirements
- special conditions relating to design and construction works on that land

It is the responsibility of each person entering the property to be familiar with the conditions of the LAP.

If ElectraNet is made aware that Landholder Special Requirements have changed during the Project, the LAP will be revised and reissued to the Principal Contractor. Changes may occur for reasons such as change of ownership, change of land use, change in on-site practices by the landholder.

9.2 Fire Management

Where applicable, employees and contractors are required to adhere to all related TAAM requirements. All personnel must comply with landholder fire management protocols upon request of the landholder.

- smoking is forbidden on landholder property during declared fire ban dates
- in accordance with the appropriate TAAM sections, smoking is only permitted on landholder property outside of fire ban dates and in designated areas. All cigarette butts must be fully extinguished and removed from site
- the landholder holds the right to refuse smoking on their property at any time
- any vehicle accessing the landholder's property should meet ElectraNet's TAAM requirements

9.3 Refusal of Access by a Landholder

The landholder has the right to refuse access to their property, irrespective of whether there is an ElectraNet easement or not. Refusal for access can come in several ways, including:

- written or verbal
- by way of an 'obstruction'

An 'obstruction' can be in many forms and includes but is not limited to:

- a locked gate that has the landholder's own lock bypassing or replacing the "all gates" lock
- gates wires/chained to a degree where it is obvious that the Landholder does not want that gate accessed
- a vehicle parked across the gates

Employees and contractors are required to contact the ElectraNet Landholder Relations Advisor (LRA) for advice if in any doubt and **MUST NOT** cut or force their access on to this property or find another access point. Downer are then not to access the property until approval is provided by ElectraNet.

If a landholder denies access to the employees or contractors, they must notify ElectraNet immediately and must not access the property or any other property owned or occupied by that landholder.

ElectraNet will contact the landholder if access is still denied and will arrange for access under warrant. The employees and contractors must not access until a warrant has been approved and ElectraNet has the warrant.

ALL access under warrant will be managed by ElectraNet.

9.3.1 Refusal of Access by Landholder – Extreme Conditions

A landholder has the right of refusal on days of "extreme" fire danger or if they cannot operate themselves such as under the "Harvest code of Conduct". In these circumstances employees and contractors must:

- not access the property if refused by the landholder or directed by ElectraNet
- leave the property immediately if requested by the landholder
- contact ElectraNet; and
- adhere to relevant ElectraNet policies and procedures (Note: ElectraNet will not seek a warrant under these conditions).

10 PROPERTY ACCESS NOTIFICATION

This section outlines how ElectraNet and Downer shall meet the requirement for providing reasonable property notification throughout the project.

There are legislative and contractual obligations to provide landholders with reasonable and specific notice of intent to access a landholder's property. This section outlines how ElectraNet and the Principal Contractor shall meet the requirement for providing reasonable property access notification throughout the project.

10.1 Property Access Notification – Early Works

Early works consist of any work undertaken by ElectraNet or its contractors prior to commencement of the major works contemplated in the Design and Construct contract by Downer.

10.1.1 Early Works Procedure within an ElectraNet Easement

ElectraNet will provide a formal Quarterly Landholder Notice outlining the early project works to be undertaken during the subsequent 3 month period. The notice shall nominate times that ElectraNet or contractors may be onsite (Generally 7am – 5pm).

The following process must be followed:

Property Access Notification – Early Works		
Steps	Action	Responsibility
Step 1	Written notification about early works planned for the next 3 months is mailed to each landholder with a reference copy to be emailed	ElectraNet
Step 2	Review Landholder Special Requirements in ElectraNet Connect and implement requirements	Downer / Agent entering the property
Step 3	For D&C early works and minor works, written notice to the landholder 10 business days prior to the commencement of the works is to be provided.	Downer / Agent entering the property
Step 4	Telephone call to landholder contact person not less than 2 business days in advance of plan to enter site to advise of intent to enter including the proposed time of access and the purpose for entering the property	Downer / Agent entering the property

10.1.2 Early Works Procedure where no easement has been secured

Where ElectraNet has not been granted an easement, ElectraNet will use its powers pursuant to section 45(1) of the ElectraNet Act 1996 (SA) to enter the land.

This process involved preparing a Letter of Consent and receiving a written or signed confirmation of consent from landholders prior to entering the land.

10.2 Property Access Notification – Construction

10.2.1 Quarterly Landholder Notice – Minor Works

A formal Property Access Notification is not required for minor works, as the entry is deemed to have been notified during the Quarterly Landholder Notification. Minor works are works that are not land disturbing and are relatively minor in nature, including:

- travelling on easement (including travelling through crops)
- inspections, assessments and measurements
- survey and pegging

Prior to entering a property for minor works, Downer must telephone the landholder not less than two business days in advance of the planned entry to and comply with any Landholder Special Requirements.

Property Access Notification – Minor Works		
Steps	Action	Responsibility
Step 1	Include a statement in quarterly landholder update notice that access to entire easement for purpose of construction planning, minor works, survey and site inspections may be required	ElectraNet
Step 2	Review Landholder Special Requirements in ElectraNet Connect and implement requirements	Downer
Step 3	Telephone call to landholder contact person not less than 2 business days prior to commencement of minor works	Downer

10.2.2 Property Access Notification – Land Disturbance

Prior to commencing any ground-disturbing work on a property or prior to returning to a property after a significant break in activity on a property, Downer shall provide a Property Access Notification prior to accessing the land.

In accordance with the *Electricity Act 1996* requirements, the landholder shall receive the written notification (via post or email) 10 business days prior to the commencement of construction works.

The Property Access Notification shall be prepared in accordance with:

- Electranet's TAAM Section 13.2 Landholder Notification
- Major Works Contract
- Safety And Sustainability Standards
- The Scope For Environmental Management Plan
- Landholder Special Requirements Relating To Property Access Notification Provided In The LAP Or On Electranet Connect.

Property Access Notifications shall include:

- Contractors Company
- Contractors Responsible Person / Supervisor / Team Lead And Their Mobile Phone Number
- Onsite Electricity Officer And Contact Mobile Phone Number
- A Brief Description Of Works To Be Undertaken
- Minimum access 'From' and Access "to" dates

Property Access Notification – Construction (Land Disturbance)		
Steps	Action	Responsibility
Step 1	Written Property Access Notification at least 10 business days prior to commencement of works to inform landholder of date, time and scope of proposed works	Downer
Step 2	Review Landholder Special Requirements in ElectraNet Connect and implement requirements	Downer
Step 3	Downer to contact landholder by telephone not less than 2 days prior to commencing construction work.	Downer

10.3 Property Access Notification – Public land

Where there is a need to install infrastructure on public land (e.g road reserves, council reserves, railway corridors), ElectraNet shall prepare a notice under s47 of the Electricity Act 1966 (SA) and provide it to the appropriate public authority for approval.

10.4 Unplanned or Adverse Event / Emergency

Where entry to a landholder's property is required in an emergency and notice cannot be provided in accordance with the above requirements, notice should be given in accordance with TAAM requirements. The ElectraNet Project Manager must also be informed of the required emergency access as soon as possible.

11 STANDARD OPERATING PROTOCOLS

All Downer workers and contractors must undertake work in a way that demonstrates respect for landholders. This section outlines the standard operating protocols expected for all personnel when working on this Project.

11.1 Site Management

11.1.1 Ongoing Communications During Construction

Downer is to communicate regularly with the landholders during construction on their property to ensure a good relationship is maintained. This may involve a phone call or drop in to provide an update on the status of work and check if there are any issues.

All landholder interactions shall be recorded. All meaningful interactions with landholders shall be provided to ElectraNet for recording in ElectraNet Connect.

11.1.2 General Site Procedures (Farm Rules)

All personnel on the easement must abide by the following:

- no illicit drugs, firearms, animals or children permitted onsite
- no smoking outside of designated smoking areas
- no driving or operating machinery under the influence of alcohol or drugs
- use of hazardous or dangerous goods must be in accordance with relevant laws and permits
- all reasonable precautions shall be made to ensure that no damage is caused through:
 - contamination from goods, equipment or personnel; or
 - misuse of goods or equipment by personnel
- all waste must be contained in appropriate bins and removed regularly
- no waste to be thrown from vehicles including ensuring all waste is transported securely to prevent from being blown off the back of vehicles
- onsite port-a-loos will be provided for personnel

Downer personnel and contractors will be provided with electronic and/or hardcopy GIS maps to identify the property on which they are working.

11.1.3 Travelling on Farm Roads or Paddocks

All vehicles and personnel are to remain within the transmission line corridor and designated access tracks.

To the extent applicable, the speed limits on the land are as follows;

- a. On farm roads 40kph
- b. On pasture 30kph

- c. Near houses, sheds and waterpoints 20kph.

The vehicle driver must slow down if approaching another vehicle and always obey all road rules.

The vehicle driver must stop if travelling stock are encountered and proceed only if given direction by Landholder personnel.

11.1.4 Vehicles

All motor vehicles on the land must:

- carry first response fire equipment and driver must be skilled in use of the equipment
- be fitted with an exhaust system that is in good working order
- be diesel to the extent that it is practical
- have adequate means of communication such as mobile and/or satellite phone, UHF and VHF radio.

Light vehicles are not permitted to be operated where there are tall grasses or other vegetation in a readily combustible state in times of high fire danger.

11.1.5 Livestock Wellbeing

Livestock are curious and are likely to approach people working in the paddock or vehicles. When driving and working in a paddock, drivers should not sound the horn or make loud noises to scare away the stock, drive around stock slowly and quietly and they will move out of the way.

Vehicle drivers must:

- slow down when driving in paddocks containing livestock
- stop if travelling stock are encountered and proceed only if given direction by the landholder
- take particular care when driving in paddocks during mating and birthing months (April to September).

Any injury to livestock or perceived livestock problems must be reported to the Site Supervisor immediately. The Site Supervisor will report the incident to the Downer Public Liaison Coordinator who will notify the landholder as soon as possible.

11.1.6 Farm Water Supplies

All personnel on the easement must:

- use only the water supply facilities that have been allocated
- under no circumstances interfere with or adjust components of the farm water supply
- approach tanks and troughs slowly and be mindful of the presence of livestock
- no parking of vehicles within 100 m of tanks, dams or troughs, where possible
- no swimming in tanks or dams or wash in troughs
- no digging holes or trenches without obtaining confirmation from the landholder that there are no pipelines in the area.

Any damage to water supplies or perceived or actual problems with water supplies must be reported to the Site Supervisor immediately. The Site Supervisor will report the incident to the Downer Public Liaison Coordinator who will notify landholder as soon as possible.

11.1.7 Farm Gates and Fences

All personnel must ensure that all farm gates, whether open, closed or locked, are left in the state in which they are found.

All personnel on the easement must drive slowly when travelling along fence lines. If livestock or native animals are encountered near fence lines, then drivers should slow down or stop and not do anything that causes fright and unnecessary impact with the fences.

Any damage to farm gates or fences must be reported to the Site Supervisor immediately. The Site Supervisor will report the incident to the Downer Public Liaison Coordinator who will notify the landholder as soon as possible.

11.1.8 Emergency Response

An Emergency Response Plan and A Bushfire Management Plan have been developed for the project and contain emergency response procedures including notification requirements to landholders where relevant.

11.2 Training and Awareness

Downer recognises the importance of employee training and induction, and the critical role it plays in supporting the safe and environmentally responsible conduct of project operations. All personnel must be fully informed of their specific obligations, and are suitably trained and competent to undertake works in accordance with ElectraNet and Downer requirements. The site induction for all staff, sub-contractors and visitors will include landholder liaison requirements.

12 PROPERTY DAMAGE AND COMPLAINTS

12.1 Property Damage

Any unplanned damage to landholder property must be reported to the Site Supervisor immediately. The Site Supervisor will report the incident to the Downer Public Liaison Coordinator who will notify the landholder and ElectraNet Project Manager as soon as possible.

Examples of damage that must be reported as soon as possible, include:

- any injury to livestock
- any perceived livestock problems
- any water supply damage
- any perceived water supply problems
- any gate or fence damage

12.2 Complaints

When a landholder complaint is received directly while working onsite, the following will be implemented:

- respond positively and respectfully at all times and refer the complainant to Site Supervisor or Public Liaison Coordinator
- site Supervisor will notify the Public Liaison Coordinator, if not already notified
- Public Liaison Coordinator will verbally notify ElectraNet within 1 hour of receiving the complaint, or awareness of occurrence, outlining factual information
- Public Liaison Coordinator in coordination with the Site Supervisor/Construction Manager will implement corrective actions to resolve the cause where possible
- Public Liaison Coordinator will obtain factual information, and lodge the incident into INX and ElectraNet's online Incident Management System (IMS) within 24 hours of incident occurrence or notification. The following details will be included:
 - name, address and contact details of complainant
 - details (complaint details, time, other factual information)
 - corrective action taken
- Public Liaison Coordinator will prepare a detailed incident report and provided to ElectraNet within an agreed timeframe including any preventative actions.

Note where external reporting is required, this will be coordinated by ElectraNet.

12.2.1 Recording an issue, complaints or enquiry

All complaints received will be recorded in INX and Landholder Liaison Register to ensure issues and actions are monitored including:

- nature of the complaint
- location of the complaint
- time and date of the complaint received and the incident
- name and address of the complainant
- details of factors that may have contributed to the incident
- any proposed actions to mitigate the complaint.

13 MITIGATION AND MANAGEMENT MEASURES

The following table outlines the mitigation and management measures that will be implemented as far as practicable throughout the project to prevent potential impacts on landholders.

Ref	Mitigation Strategy	Location / Activity	Downer Procedure	Responsibility	Management Measure & Monitoring of Controls
Pre-execution Phase					
SEMP S&S	ElectraNet to provide details of landholder agreements including any special requirements.	Prior to commencing onsite	Landholder Requirements Register	ElectraNet	Specific landholder agreements and requirements will be used to develop specific mitigation and management measures for the Project as such: <ul style="list-style-type: none"> construction program other sub-plans (such as weed management) CAZ and GIS mapping communications such as notification periods prior to entry internal communications such as Toolbox Talks onsite signage.
SEMP	A spatial layer that indicates which existing access tracks will be used for the project to be provided to ElectraNet for approval.	Prior to commencing onsite	GIS mapping	Construction Manager	Prior to undertaking the works, designated access tracks and routes will be provided to ElectraNet through GIS.
SEMP S&S	All personnel must be fully informed of their specific land access and landholder obligations.	Prior to commencing works onsite	Project Induction	Construction Manager Public Liaison Coordinator	All personnel are required to undertake the Project Induction which includes landholder and land access requirements prior to commencement onsite.
Execution Phase					
SEMP	Contact landholders within prescribed notification periods to communicate key information such as commencement date, project scope, expected completion date etc.	Project area	This sub-plan Landholder Liaison Register	Public Liaison Coordinator	Landholder notification will be in accordance the requirements detailed in with Section 10. Lead time for landholder contact will be considered within the construction program. Records of landholder notification will be recorded in the Landholder Liaison Register.
SEMP	Truck movements to be limited to the designated freight route.	Access routes	Traffic Management Plan	Zero Harm Manager	All truck movements will be limited to designated freight route in accordance with Traffic Management Plan.
SEMP	Ensure active dust suppression is implemented for all dust generating activities.	Ongoing throughout works	DA-ZH-ST064 Soil and Water Management	Construction Manager	Dust generation will be minimised by implementing: <ul style="list-style-type: none"> minimise vegetation and soil disturbance to the smallest area operationally practicable limit vehicle, machinery and equipment to designated access tracks utilise water carts for dust suppression, as required.

Ref	Mitigation Strategy	Location / Activity	Downer Procedure	Responsibility	Management Measure & Monitoring of Controls
SEMP	Manage vehicle and plant usage/speeds to minimise dust generation particularly near houses and sheds.	Ongoing throughout works	DA-ZH-ST070 Air Quality Management	Construction Manager	Vehicles and plant to drive to conditions. This includes limiting speed to mitigate dust: <ul style="list-style-type: none"> 40 km/h on farm tracks 30 km/h with pasture 20 km/h near houses, sheds and water points.
SEMP	Adhere to applicable, negotiated site access agreements at all times when onsite.	Access routes	GIS mapping DA-ZH-FM116.9 Environmental Inspection Checklist	Public Liaison Coordinator	Details of designated site access, as per landholder negotiations, within GIS mapping. No vehicle or personnel access outside of designated access. Inspection of access through Environmental Inspection Checklist.
SEMP	Where alternative site access arrangements have been negotiated between Downer and the landholder these must be communicated to ElectraNet.	Ongoing throughout project	Landholder Requirements Register	Public Liaison Coordinator	Any changes to designated access routes or other landholder requests, including any specific arrangements with landholders, will be recorded in the Landholder Requirements Register. The Landholder Requirements Register will be available to ElectraNet as requested.
SEMP	All reasonable measures to be implemented to minimise noise and limit noise activities to between 7am to 7pm Monday to Saturday. Noise mitigation and landholder notification procedures to be implemented for noise activities outside of these hours.	Ongoing throughout project	DA-ZH-ST069 Environmental Noise and Vibration DA-ZH-FM116.9 Environmental Inspection Checklist	Construction Manager Public Liaison Coordinator	Noisy operational works will be scheduled between 7 am to 7 pm Monday to Saturday. For works planned on Sunday, public holidays or at night, the following will be implemented: <ul style="list-style-type: none"> identify noise sensitive receivers within the vicinity of the planned works determine typical noise levels from the planned works assess likely impact of the predicted noise levels on the sensitive receivers determine noise controls to mitigate potential impacts or substitution for an alternative processes if excessive noise is produced obtain an EPA approval for night works if required provide written communication to any impacted sensitive receivers at least 3 days prior to the commencement of works. This communication will include: <ul style="list-style-type: none"> type of works to be undertaken location of the works working hours contact number regarding any issues

Ref	Mitigation Strategy	Location / Activity	Downer Procedure	Responsibility	Management Measure & Monitoring of Controls
					Implementation of ongoing communication with landholders regarding times of excessive noise or vibration if required. Inspection of noise controls through Environmental Inspection Checklist.
SEMP	Machinery operated in accordance with relevant sections of the <i>Environment Protection (Noise) Policy 2007</i> and <i>Noise Information Sheet</i> (SA EPA, 2013).	Ongoing throughout project	DA-ZH-ST069 Environmental Noise and Vibration	Construction Manager Public Liaison Coordinator	All practicable measures will be implemented to minimise noise from vehicles, plant and equipment including: <ul style="list-style-type: none"> adequately maintained and kept in good operating order operated in an appropriate and efficient manner shutting or throttling equipment down whenever it is not in use ensuring noise reduction devices such as mufflers are fitted and operating effectively Any unusually noisy equipment will be investigated and rectified.
SEMP	Implement proactive noise control strategies for fixed plant as required.	Ongoing throughout project	DA-ZH-ST069 Environmental Noise and Vibration	Construction Manager Public Liaison Coordinator	Noise control strategies will be implemented for fixed plant such as compressors and power generators as required, such as shielding and temporary acoustic barriers or enclosures, where there is the potential to impact on sensitive receivers.
SEMP	Implement control strategies for vibration as required.	Ongoing throughout project	DA-ZH-ST069 Environmental Noise and Vibration	Construction Manager	For works involving potential vibration impacts, the following will be considered when developing mitigation and control measures: <ul style="list-style-type: none"> frequency and intensity of activities time of day and duration combination of contributing sources location of affected sensitive receptors within the vicinity of the planned works determine controls to mitigate potential impacts or substitution for an alternative processes if excessive vibration is produced
SEMP	Maintain high housekeeping standards.	Ongoing throughout project	DA-ZH-FM116.9 Environmental Inspection Checklist	Site Supervisor Public Liaison Coordinator	Tidy work sites including laydown areas with no litter and all waste contained in appropriate containers. Regular removal of all waste and surplus materials All vehicles, plant, equipment, materials and waste to be contained within the CAZ. Environmental Inspection Checklist will be used to undertake housekeeping inspections.

Ref	Mitigation Strategy	Location / Activity	Downer Procedure	Responsibility	Management Measure & Monitoring of Controls
DA SEMP	All property damage and complaints during the project must be recorded, reported and managed effectively.	Ongoing throughout project	This sub-plan	Public Liaison Coordinator	All property damage and complaints will be managed in accordance with Section 12
Post-execution Phase					
SEMP	All excess supplies, equipment and wastes will be removed from site at the completion of the project.	Project area	DA-ZH-ST063 Waste Management	Site Manager	Following completion of works, post-construction inspections of works areas to be completed.