

11 COMMUNITY ENGAGEMENT PLAN

11.1 Introduction

Alcoa has undertaken community engagement activities throughout the life of the Anglesea operations. These activities are designed to build relationships with the local community and interested stakeholders to promote dialogue and transparency about the operations. In the earlier years of the Anglesea operations this was done through a community sponsorship program and through conversations with the mining and power station managers. Since the late 1990's, and in line with growing community interest in consultation processes, the business has become more sophisticated with its community engagement activities and these are now well developed and have proven to provide an efficient and structured means of communication with local stakeholders.

Community engagement is a core business of Alcoa. All sites nationally have a dedicated Community Relations Officer who is supported by colleagues at the State and National offices to implement community engagement activities. A summary of key elements of Alcoa's Community Engagement Framework for Anglesea follows:

11.2 Stakeholders

Alcoa has developed relationships with its neighbours and other stakeholders. A summary of stakeholders identified as having an interest in the Alcoa Mine plan as described in this Work Plan include:

- Local landowners and residents.
- Affected utility and infrastructure owners.
- Employee and Industry groups.
- Indigenous community.
- Local Government
- Local and regional services and businesses.
- Interest groups and organisations.
- Government agencies.
- Politicians.
- Wider community and the general public.

In general, Alcoa's approach to consultation at Anglesea has been to prioritise contact with local stakeholders and those identified as being directly affected by the operations. This does not and has not excluded individuals or groups that fit outside this demographic but present an interest in Alcoa's business. The following table details Alcoa's Stakeholder Analysis:

Table 12.1 – STAKEHOLDER ANALYSIS

Stakeholder		Issues/Positives	Concern	Influence
Local Government	Surf Coast Shire	<ul style="list-style-type: none"> • Rates and services • Planning (community and infrastructure) • Road maintenance and upgrades • Employment • Emergency Services • Funding of community partnerships • Environmental issues • Extension of Anglesea operations life 	High	High
	City of Greater Geelong	<ul style="list-style-type: none"> • Employment (ongoing sustainability of PTH) • Regional issues around overall community and socio-economic wellbeing 	High	High

Stakeholder		Issues/Positives	Concern	Influence
State Government	Minister for Minerals and Energy	<ul style="list-style-type: none"> Extension of Mines Aluminium Agreement Act Employment at Anglesea operations Employment at Alcoa Point Henry operations Energy security in Victoria 	High	High
	Minister for Environment	<ul style="list-style-type: none"> Environmental Impacts (air, waste, water and land) Potential activism 	High	High
	Minister for Roads	<ul style="list-style-type: none"> Traffic Issues Roads 	High	High
	Treasurer	<ul style="list-style-type: none"> Ongoing viability of our business and associated benefits for the State of Victoria 	High	High
	Minister for Manufacturing, Exports and Trade; Minister for Employment and Industrial Relations	<ul style="list-style-type: none"> Ongoing viability of our business and associated benefits for the State of Victoria Victoria's export market 	High	High
	Minister for Regional Cities	<ul style="list-style-type: none"> Ongoing viability of business and associated benefits for regional Victoria 	High	High
Commonwealth Government Departments	Department of the Environment and Heritage (Environment Australia)	<ul style="list-style-type: none"> EPBC – Environment Protection and Biodiversity Conservation Impact on threatened & migratory species 	High	High
State Government Departments	Department of Primary Industries	<ul style="list-style-type: none"> Work plan Impact on natural environment Anglesea mine operations Rehabilitation Mining licence and work authority Extension of Mines Aluminum Agreement Act 	High	High
	Department of Sustainability & Environment	<ul style="list-style-type: none"> Work plan Impact on natural environment Vegetation removal Protection of environmental values Flora and Fauna 	High	High
	Department of Treasury and Finance	<ul style="list-style-type: none"> Sustainability of ongoing operations Royalties Payroll Tax State exports 	High	High
	Environment Protection Authority	<ul style="list-style-type: none"> Compliance and legislation to protect environmental values Air Quality Assessment Noise Assessment Potential activism 	High	High

Stakeholder		Issues/Positives	Concern	Influence
	Department of Innovation, Industry and Regional Development	<ul style="list-style-type: none"> • Employment • Sustainability of ongoing operations 	High	High
	Parks Victoria	<ul style="list-style-type: none"> • Anglesea Heath Management 	Medium	Medium
	VicRoads	<ul style="list-style-type: none"> • Road traffic from Anglesea Mine to Geelong 	Low	Medium
	Barwon Water	<ul style="list-style-type: none"> • Water security • Impact on groundwater and licensing • Existing channel infrastructure • Impact on existing pipeline and borefields 	High	Medium
	Southern Rural Water	<ul style="list-style-type: none"> • Protection of environmental values • Relocation and restoration of surface water flows • Salinity / Groundwater • Native vegetation 	High	Medium
NGO's	Geelong Environment Council	<ul style="list-style-type: none"> • Impact on natural environment • Vegetation removal • Protection of environmental values • Anglesea Heath Management • Rehabilitation • Eventual land use 	High	High
	Anglesea and Aireys Inlet Society for Protection of Flora and Fauna (ANGAIR)	<ul style="list-style-type: none"> • Impact on natural environment • Vegetation removal • Protection of environmental values • Anglesea Heath Management • Rehabilitation • Eventual land use 	High	High
	Surf Coast Energy Group	<ul style="list-style-type: none"> • Climate change • Alternative energy development • Preservation of the Anglesea Heath 	High	Low
	Alcoa Community Partners (approx 30 in Anglesea and 120 across the region)	<ul style="list-style-type: none"> • Loss of funding if Alcoa is not operating 	Medium	Medium
	G21 Alliance	<ul style="list-style-type: none"> • Regional Development • Employment 	High	High
	Victorian National Parks Association (VNPA),	<ul style="list-style-type: none"> • Impact on natural environment • Vegetation removal • Protection of environmental values • Anglesea Heath Management • Rehabilitation • Eventual land use 	High	Medium
	Australasian Native Orchid Society (ANOS)	<ul style="list-style-type: none"> • Impact on natural environment • Vegetation removal • Protection of environmental values • Anglesea Heath Management • Rehabilitation 	High	Medium

		<ul style="list-style-type: none">• Eventual land use		
	Recreational users e.g. 4WD & trail bike groups	<ul style="list-style-type: none">• Recreational access• Eventual land use• Future mine planning	Medium	Medium

Stakeholder		Issues/Positives	Concern	Influence
Indigenous Affairs	Aboriginal Affairs Vic (AAV)	<ul style="list-style-type: none"> Cultural Heritage Management Plan 	High	Medium
	Registered Aboriginal Party	<ul style="list-style-type: none"> Cultural Heritage Management Plan 	High	Medium
Local MP's - State	Member for Polwarth	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Impact on Alcoa Point Henry operations Benefit to local communities 	High	High
	Member for Bellarine	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Impact on Alcoa Point Henry operations 	High	Medium
	Member for South Barwon	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Impact on Alcoa Point Henry operations Benefit to local communities 	Medium	Medium
	Upper House Member for Western Victoria	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Impact on Alcoa Point Henry operations 	Medium	Medium
	Member for Geelong	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Impact on Alcoa Point Henry operations 	High	Medium
Local MP's – Federal	Member for Corangamite	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Benefit to local communities 	Medium	High
	Member for Corio	<ul style="list-style-type: none"> Anglesea Operations Employment Environmental issues Impact on Alcoa Point Henry operations 	Medium	Medium
Communities	Anglesea & Surf Coast district	<ul style="list-style-type: none"> Noise & Dust Employment Use of local businesses Land values Amenity perceptions 	High	High
	Geelong District	<ul style="list-style-type: none"> Employment Impact on Point Henry operations 	Medium	Medium
Landholders - neighbours		<ul style="list-style-type: none"> Noise & dust generation Visual impacts Rehabilitation Eventual land use Property values 	High	Medium
Landholders – with visual of mine		<ul style="list-style-type: none"> Visual impact of mine area Eventual land use Property values 	High	Medium
Service Providers	Rural Ambulance Victoria	<ul style="list-style-type: none"> Provision of emergency services Access to site Transport safety 	Medium	Medium
	Victoria Police	<ul style="list-style-type: none"> Emergency service management Employee activities 	Medium	Medium
Stakeholder		Issues/Positives	Concern	Influence

	Country Fire Authority - Anglesea	<ul style="list-style-type: none"> • Fire suppression and prevention • Possible assistance at fires – mining, water equipment and/or manpower • Funding of CFA activities 	Medium	Medium
	State Emergency Service	<ul style="list-style-type: none"> • Emergency service provision 	Medium	Medium
	Suppliers	<ul style="list-style-type: none"> • Potential loss of business 	High	Medium
Media	Various local and State media	<ul style="list-style-type: none"> • Socio-economic matters <ul style="list-style-type: none"> ○ Environmental Issues ○ Transport Issues ○ Water Issues ○ Rehabilitation ○ Contributions to community 	Medium	Medium
Interest Groups and organisations	Union Organisations	<ul style="list-style-type: none"> • Employment at Anglesea operations • Employment at Alcoa Point Henry operations 	Medium	High
	Anglesea Primary School	<ul style="list-style-type: none"> • Noise & Visual impacts • Environmental Issues • Perceptions around continued operation 	Medium	Medium
Investors	Shareholders	<ul style="list-style-type: none"> • Potential loss of income 	Medium	Medium

11.3 Engagement Methods

Methods of engagement that Alcoa has and will continue to employ in relation to our operations include:

- Media releases and advertising in local newspapers associated with milestones and activities.
- Company magazines (electronic and print).
- Usage of the Alcoa website and the Alcoa Anglesea microsite
- Alcoa personnel available to speak with, meet with or email interested stakeholders.
- Community Consultation Network meetings (held in the local community since 2001).
- Free tours program to show interested stakeholders our operations.
- Community flyers distributed as required via local post offices.
- Inserts and stories into local community newsletters.
- Letters to key stakeholders.
- Email to key stakeholders.
- Briefings of local politicians, shire officers and interest groups.
- Use of a community survey to gauge community sentiment.
- Speaking to community groups by request (such as Rotary, Lions and sporting clubs).
- Training available to key Alcoa personnel in International Association for Public Participation (IAP2).

11.4 Identifying Community Attitudes and Expectations

Alcoa works with an external service provider to conduct a bi-annual community perception survey to identify issues and preferred methods of engagement in the local community. The issues are identified and reported to Executive Management for analysis.

The Anglesea Community Relations Officer corresponds and meets regularly with key local stakeholders to discuss issues relating to our operations.

The Community Consultation Network meetings are advertised in the local newspaper, held after hours to allow people who work to attend, and are open to any interested person to come and discuss matters of interest regarding our operations.

The Anglesea sponsorship program is an effective way of understanding community activities and priorities as it allows the company to build relationships with local groups as well as understand their priorities.

11.5 Providing Information in Relation to Alcoa's Activities

Methods for dissemination of information in relation to Alcoa's activities include:

- Regular coverage in the company magazines. Printed and electronic versions available.
- Media release on key mining milestones. Mainly disseminated by electronic mail. Copies to key local stakeholders and website.
- Briefings program to local politicians. Structured program for local councillors and Members of Parliament (MPs) and available at request.
- Use of company website.
- Community Consultation Network meetings
- Engagement with Anglesea Community Relations Officer

11.6 Community Feedback on Alcoa's Activities

Alcoa encourages feedback on its activities via the following:

- Anglesea Community Relations Officer employed for encouraging community feedback and prompt answering of any queries.
- Community Consultation Network meets regularly and includes representatives of the community, key regulators and government agencies and, interest groups.
- Bi-annual Stakeholder Perception Survey conducted to gauge community attitudes and issues relating to Alcoa's operations
- Generic email address from company website for queries (angleseaps@alcoa.com.au)

The primary methods of engagement with stakeholders are managed through the work of the Community Relations Officer. This role is responsible for Anglesea's stakeholder relations program, sponsorship program, government relations program, website management, media management and tours program.

Alcoa also has a voluntary Environment Improvement Plan (EIP) for Anglesea that aims to engage stakeholders with an interest in Alcoa's environmental performance. It plays an active role in setting priorities for Alcoa Anglesea to follow and for where Alcoa should direct efforts to minimise environmental impacts at Anglesea. The EIP, Community Consultation Network meetings and the monthly environmental report (e-newsletter) are the primary tools for stakeholder engagement on environmental issues related to Alcoa's Anglesea operations.

11.7 Analysing Community Feedback/Considering Concerns/Expectations

Alcoa approach to feedback from the community is to provide prompt responses to all requests for information or analysis of concerns after referral to our technical experts or managers.

Community Consultation Network meetings are minuted and this is a forum that enables ongoing communication with a broad range of stakeholders.

The bi-annual Stakeholder Perception Survey provides detailed feedback and analysis on general community attitudes and the effectiveness of the community engagement activities. These results are used to plan future activities to increase effectiveness.

More generic responses to local issues are based on an approach of managing specific Issues through dedicated community engagement plans that tailor the approach depending on the issue.

11.8 Complaints

Alcoa's community complaints procedure ensures a prompt response to any complaints regarding Alcoa's Anglesea operations. Community complaints are logged in a specific database that also includes fields for follow up activities and target dates for these to be completed. All logged complaints are reviewed by the power station manager and the mining manager as well as the person responsible for communicating with the complainant. Findings from the investigations of all complaints are reported to the complainant. Where a complaint raises an issue of significance to the environment, an action plan or environmental project is prepared under the EIP and that matter is included in the annual review of environmental aspects.

11.9 Documentation of Stakeholder Engagement

A stakeholder database of individuals and parties who have contacted Alcoa or registered to receive correspondence from Alcoa is maintained. This database is held by Alcoa in a secure area of its computer network to comply with privacy requirements. There is also a specific database to log and close out community complaints.

Alcoa will continue to review and manage enquiries/complaints generated through contact with the Community Relations Officer and other Alcoa personnel, the website, company email address and in response to company correspondence.