

community.

We will positively engage with the communities where we operate by:

- Building long-term strategic community relationships to maintain support and goodwill for APA's activities.
- Increasing employee connections with local communities through sponsorships, employee awareness initiatives and giving programs that target vulnerable communities.
- Exploring opportunities to involve employees in the community programs we support, and reciprocating by inviting socially disadvantaged children and young adults to APA workplaces to learn about our business and encourage education.

FY2018 Performance

- APA donated to four initiatives as part of its Building Brighter Futures program: Clontarf Foundation, Bill Crews Charitable Trust Literacy Program, The Fred Hollows Foundation and Australian Schools Plus.
- APA undertook key sponsorships of the Taronga Zoo Foundation and the Australian Brandenburg Orchestra. As part of the Australian Brandenburg Orchestra sponsorship, APA sponsored concerts in two locations where it has substantial operations with a concert in Brisbane and a free community concert in Toowoomba.
- Selected APA employees engaged directly with our Building Brighter Futures partners by travelling to their communities to work with them. This included the five-day Clontarf Kununurra Experience; the week-long Fred Hollows Foundation See Australia field trip to Bourke; and multiple day-long exchanges with Clontarf Foundation academies at the schools where they operate and at APA sites.
- Diversity & Inclusion (D&I) is an important aspect of working life at APA, and APA supported three D&I-focused charities: Dress for Success, Orange Sky Laundry and White Ribbon Australia.
- As part of an APA program where employees were sponsored by APA to donate time to a charity, several APA employees volunteered at registered charitable organisations of their choice.
- APA offices held individually organised events to raise money for causes such as Australia's Biggest Morning Tea, Pink Ribbon Day (both Cancer Council), Black Dog Institute and Movember.
- APA continued with ongoing annual contact and engagement programs with landowners and occupiers along existing transmission pipelines to facilitate safety awareness and provide a forum for concerns and issues to be raised and addressed.
- 29 APA employees participated in the Sydney Street Choir Corporate Challenge in Martin Place which raised \$5,000 to help men and women dealing with homelessness, mental illness, addiction and/or social disadvantage.
- Commenced a community and stakeholder consultation program for the proposed Crib Point Pakenham Pipeline project.
- Continued ongoing community and stakeholder consultation for the proposed Western Slopes Pipeline project.

Actions for FY2019

- Maintain support of our community investment program, Building Brighter Futures, through headline partnerships and promote and support fundraising events across the business.
- Financially support and maintain employee engagement with our three key D&I charitable initiatives: Dress for Success, Orange Sky Laundry and White Ribbon Australia.
- Continue to financially support community events by encouraging and empowering APA worksites across Australia to organise fundraising events.
- Progress the community and stakeholder consultation program of activities for the various new infrastructure projects across the business.



Raj Kallath – Reedy Creek Wallumbilla Pipeline Project Manager, Wallumbilla, Queensland

Key Sustainability Risks

- Community Relations – Maintaining community support and goodwill for APA’s activities.
- Encroachment – urban encroachment around existing pipeline easements can increase the potential for damage with pipeline location changes.
- Supplier practices – working with our suppliers to manage environment, safety and social responsibility issues.

Risk Management

- APA engagement with community interests including through local sponsorships.
- Community education and communication for construction activities including “Dial Before you Dig” (DBYD) service.
- Landowner liaison and education.
- Participation in Australian Pipelines and Gas Association Corridor Committee/pipeline operator groups.
- Liaison with council and planning authorities to manage potential encroachment issues.
- Prequalification and ongoing monitoring of suppliers to ensure compliance with APA standards.

Community Investment Program

Building Brighter Futures is APA’s community investment program. Designed to provide support to socially disadvantaged communities including Indigenous and Torres Strait Islander communities, the program targets locations where APA operates. In addition to financial support, APA’s relationships with Building Brighter Futures beneficiaries is an intrinsic partnership including knowledge sharing, employee engagement and exchange activities.

In financial year 2018, APA’s Building Brighter Futures headline partnerships included: The Clontarf Foundation; The Fred Hollows Foundation; Bill Crews Charitable Trust Literacy Program; and Australian Schools Plus.

Furthermore, APA donated to three charitable organisations that supported our Diversity and Inclusion focus on age, gender and culture:

- Orange Sky Laundry.
- Dress for Success.
- White Ribbon Australia.

Sponsorship and Donations

APA continued to provide monetary and in-kind support to a number of groups or causes that achieve one or more of the following:

- Improve the lives of the individuals and communities we are supporting.
- Strengthen APA’s reputation in the local community.
- Enhance APA’s relationships with key community stakeholders.
- Increase community awareness and understanding of APA.
- Provide positive networking opportunities with community stakeholders.

Of these, the two major sponsorships in FY2018 were for Taronga Zoo Foundation and the Australian Brandenburg Orchestra. As part of our support for the Australian Brandenburg Orchestra, we sponsored a concert in Brisbane and a free community concert in Toowoomba; two locations where we have substantial operations.

APA and the Clontarf Foundation supporting Indigenous communities

APA has been supporting the Clontarf Foundation for eight years, as part of its commitment to promote community development. With many of APA’s facilities situated at or near Indigenous Australian communities, the Clontarf Foundation’s goal to improve the health and educational standards for young Indigenous Australians is an important one. APA’s partnership with the Clontarf Foundation provides financial support, sharing of skills via mentoring, traineeships and work experience to help deliver the Clontarf program to over 6,000 boys nationally each year.



APA Corporate Development team member Gordon Sue with Clontarf youngsters and other partner representatives during their engagement experience, in the Top End, Northern Territory



Reedy Creek Wallumbilla Pipeline stakeholder engagement – testimonial from Colin Maunder – owner of Maunder Pastoral Company

"Right from the start of the Reedy Creek Pipeline proposal we have found APA a good company to work with. Consultation with people involved was always done in a positive and non-threatening manner. Ian Crombie, our Liaison Officer, was polite and co-operative, as a go to person and Matthew Morrow explained the construction processes clearly. We would have to agree that we were well informed about the project development and progress.

We found the communication networks easy to work with. Employees explained the process clearly and they were prepared to listen to us in a respectful manner. APA kept us well informed regarding all aspects of the projects development.

The easement negotiation process was straightforward and we found APA to be reasonable. If any concerns arose, there was always someone whom we could contact easily. If our Officer was going to be away/on leave he advised us, by phone or email, what to do if we had any concerns.

Regular feedback about developments occurring regarding the routing of the pipeline was offered. We did suggest the re-routing of the pipeline because of rough terrain and this was taken on board. APA observed suggestions and concerns about existing infrastructure, such as access lanes to cattle yards, and these problems were worked around effectively.

We were kept up to date regarding key project developments in the lead up to construction so nothing occurred that surprised us as landholders.

Compensation for the easement granted by APA seemed adequate and fair, and we felt our overall relationship with them was valued.

We were adequately informed regarding key milestones in the lead up to construction, and were satisfied that suitable arrangements were in place to manage the impacts that may inevitably occur.

Given the fact that we were compensated for inconveniences, it must be said that when the pipeline was completed we were happy that impacts of construction had been suitably managed and best practice observed. We were able to continue our grazing operation without any major inconveniences due to construction works.

The rehabilitation progress is satisfactory at this point in time.

APA also were involved with fundraising activities within the community, which was to be admired, as sometimes, it is difficult for these companies to be seen by the general public as doing anything good for the communities. There is always a lot of negativity presented by the likes of the media, and vocal groups.

Overall commitments made by APA were observed and the journey so far has been amicable throughout, leading us to believe APA have done their best to form positive relationships with landholders."

Community and Stakeholder Engagement

APA values and respects its relationships with the stakeholders and communities where we operate. We are committed to building and maintaining long-term relationships with our stakeholders, as well as meeting all applicable regulatory and legislative requirements.

APA's approach to stakeholder engagement is guided by the following principals:

- **No surprises:** inform and engage community members and key stakeholders early in the project's consultation process, and ensure that they remain fully informed.
- **Be inclusive:** ensure the community has easy access to clear and concise information about projects, while ensuring it is communicated in language (for example, non-technical) appropriate for each audience.
- **Be honest and act with integrity:** always use facts and speak the truth. If the answer is not known then the question will be taken on notice, the appropriate parties spoken with and a response provided promptly.
- **Be responsive:** respond to all stakeholder contact in a timely manner and make every effort to resolve issues to the satisfaction of all stakeholders.
- **Be a part of the community:** use the business' projects as a way to contribute to stronger local communities with the potential to provide economic and social benefits.
- **Honour all obligations:** deliver on promises made to the community and stakeholders.

Where community consultation is required, APA develops a Community Consultation Plan to identify stakeholders and their likely area of interest in the proposed project, along with identifying who in the project team has responsibility for engaging the stakeholder(s) and the best timing and format for these engagements.

The plans are not static documents, evolving as the project progresses. They require revision and flexibility to meet changing needs and circumstances. Each project plan is usually reviewed every three months or as required.

Business Continuity/Emergency Response/ Crisis Management

APA's approach to emergency recovery is integral to our operations and values. It seeks to protect our assets, property, people and IT systems, and to consider the environment and local communities we impact. Our integrated approach to Business Continuity/Emergency Response/Crisis Management provides for effective recovery whilst continuing to service our customers and meet regulatory requirements by assessing:

- Emergency response for energy infrastructure assets incidents.
- Business continuity response for premises, people, IT systems and cyber type incidents.
- Crisis management response, involving APA's Executive team which focusses on high severity incidents.

APA maintains programs of testing to ensure our approach remains current and reflects changes in our business, our customers and the communities we are part of.

APA regularly participates in internal and external testing of emergency response procedures, exploring scenarios and stress testing our emergency response plans and crisis management plans. This ensures that should an emergency situation occur, APA is equipped with the necessary tools to help manage the situation.

Exploring scenarios and testing emergency response and crisis management plans is a vital way to share information and best practice. In FY2018, APA participated in the Australian Government's Trusted Information Sharing Network for Critical Infrastructure Resilience full-day workshop. Representatives from the banking and finance, communications, food and grocery and health sectors also attended, along with the police. The exercise focused on emergency information and communication needs, the interdependencies between the different sectors and the importance of raising awareness amongst all stakeholders.