



# Stakeholder Engagement Framework

Powerlink Queensland is committed to genuine engagement with our stakeholders.



Powerlink's Stakeholder Engagement Framework guides our interactions with individuals and organisations and ensures our engagement is meaningful. We proactively look for opportunities to engage with stakeholders and seek their input to our business processes, objectives and decisions, with the purpose of achieving improved outcomes and mutual value.

A key stakeholder group is our customers. Powerlink is committed to placing the customer at the centre of everything we do. The Stakeholder Engagement Framework is supported by Powerlink's Customer Service Charter that outlines our delivery promise, customer service standards and responsibilities, and reconfirms Powerlink's commitment to customers and stakeholders.

## Stakeholder engagement

Stakeholder engagement is the process by which Powerlink interacts with individuals and organisations who can affect or may be affected by our activities and/or decisions.

As our operations stretch across Queensland, we have a diversity of stakeholders that we engage with when conducting our business.

Powerlink's stakeholders include:

- electricity customers (directly connected to Powerlink's network and households and businesses connected to the distribution network)
- consumer advocacy groups
- regulators
- government – Local/State/Federal
- contractors/suppliers
- utilities
- landholders
- industry and research associations
- unions
- environmental and community groups.

## Objectives

The purpose of Powerlink's Stakeholder Engagement Framework is to enhance the way we interact and engage with our stakeholders to maintain our social licence to operate and help drive delivery of our mission.

Powerlink is committed to:

- engaging early with stakeholders in the decision-making process
- working with stakeholders to identify engagement preferences
- presenting information in a clear and accessible manner so that stakeholders can meaningfully participate and provide informed feedback
- providing a clear scope of engagement outlining which elements of operations and decision making stakeholders could influence
- genuinely considering feedback received and ensuring it appropriately influenced decisions made
- demonstrating how engagement has improved decision making by regularly communicating with stakeholders about how their input has been considered
- educating staff to improve their engagement skills, identifying future opportunities and building a strong internal culture that values engagement.



# Principles for effective stakeholder engagement

Powerlink's Stakeholder Engagement Framework is based on five principles.

## Integrity

*We will be honest and act with integrity at all times.*

Powerlink will do this by:

- interacting respectfully with our stakeholders
- delivering honest communications
- acting ethically in how we engage with people.

## Transparency

*We will share information on matters that are important to stakeholders.*

Powerlink will do this by:

- ensuring that information is accessible and clear for all stakeholders
- presenting balanced, accurate and complete information
- clearly communicating the decision-making processes to stakeholders
- providing opportunities for stakeholders to provide input and ask questions.

## Responsiveness

*We will respond to stakeholders in a timely way.*

Powerlink will do this by:

- being available to listen and respond to stakeholders in a timely way
- acknowledging and addressing stakeholders' needs and concerns
- keeping the promises we make to stakeholders.

## Accountability

*We will monitor and report on our performance and matters of importance to stakeholders.*

Powerlink will do this by:

- surveying stakeholders to monitor progress towards achieving Powerlink's stakeholder engagement performance goals including our social licence to operate
- reporting Powerlink's performance in a way that is reliable, accurate and enables comparability over time.

## Inclusiveness

*We will engage with stakeholders to understand, consider and respond on matters of importance to them and seek mutually beneficial outcomes.*

Powerlink will do this by:

- identifying relevant stakeholders and actively seeking their involvement in engagement activities
- selecting the most suitable engagement methods
- genuinely listening to stakeholders
- encouraging and being open to stakeholder feedback
- acknowledging and respecting the diversity of views and sensitivities of stakeholders
- developing and fostering long-term relationships with existing and new stakeholders.





# Stakeholder engagement activities

Powerlink is committed to genuine and timely stakeholder engagement that leads to improved decision-making and better outcomes for our stakeholders.

Some of the key engagement activities Powerlink undertakes includes:

## Landholder engagement

With Powerlink's infrastructure linked to more than 19,000 properties across Queensland, our dedicated Landholder Relations Team proactively engages with landholders and other key community stakeholders to ensure the continued safe and reliable operation and maintenance of our network.

Powerlink has developed a Land Access Protocol (LAP) in consultation with landholders to ensure that our land access and engagement practices are aligned with landholder expectations. Our interactions and commitments to landholders are also tracked in our corporate stakeholder engagement tool.

## Customer Panel

Powerlink's Customer Panel is comprised of members from a range of sectors including industry associations, resource companies, consumer advocacy groups, directly-connected customers and research organisations.

The panel meets regularly to discuss issues that impact on our customers and seek their input to improve decision making, processes and methodologies.

## Stakeholder Research

Powerlink works with Energex and Ergon Energy (part of the Energy Queensland Group) to jointly conduct the Queensland Household Energy Survey to improve understanding of customer behaviours and intentions.

Powerlink also conducts a Stakeholder Perception Survey to gain insights on stakeholder views of Powerlink, its social licence to operate, reputation and overall performance. The surveys provide an evidence base to support the Stakeholder Engagement Framework and inform stakeholder engagement planning.

## Engagement Forums

Powerlink hosts a range of engagement forums and webinars seeking input and sharing effective, timely and transparent information. These forums facilitate robust discussions with stakeholders, producing valuable feedback which is then incorporated into decision-making and planning, and referenced in Powerlink's publicly available corporate reports.





## The Energy Charter

Powerlink is a founding member of The Energy Charter, a principles-based disclosure regime involving businesses across the energy supply chain. It is focused on embedding a customer-centric culture and conduct in energy businesses to create tangible improvements in affordability and service delivery.

For more information visit [www.theenergycharter.com.au](http://www.theenergycharter.com.au).

### Governance and accountabilities

To ensure the Stakeholder Engagement Framework is robust and appropriate, Powerlink's Chief Executive, Executive General Manager People & Corporate Services and Communications team, take an active role in the governance of the framework.

Responsible	Key Accountabilities
Chief Executive	<ul style="list-style-type: none"> <li>Monitor framework key actions and outcomes.</li> <li>Engaging with Powerlink Board on framework.</li> </ul>
Executive General Manager, People & Corporate Services	<ul style="list-style-type: none"> <li>Accountable for decision-making and overall achievement of corporate-wide framework objectives and performance measures and targets.</li> <li>Report progress of framework actions and outcomes.</li> <li>Provide oversight of framework implementation.</li> </ul>
Communications team	<ul style="list-style-type: none"> <li>Accountable for implementing framework and delivering on actions and outcomes.</li> <li>Report progress of actions and outcomes across the business.</li> </ul>

### About Powerlink

Powerlink is a leading Australian provider of high voltage electricity transmission network services, combining innovation with insight to deliver safe, cost effective and reliable solutions.

We are a State Government Owned Corporation which owns, operates and maintains the Queensland transmission network that extends 1700km from north of Cairns to the New South Wales border, and comprises 15,000 circuit kilometres of transmission lines and 139 substations. As a Transmission Network Service Provider, we are regulated by the Australian Energy Regulator under the National Electricity Rules, consistent with the National Electricity Objective.

We have a strong history of connecting people to the energy they need, providing electricity transmission services to almost four million Queenslanders, as well as large energy users and generators. Learn more about the Powerlink story at [www.powerlink.com.au/introduction](http://www.powerlink.com.au/introduction).

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