

Better Practice Social Licence Guideline Independent Accountability Review

Status Update:

- Committed Action and Outcomes
- Progressing
- Needs Priority Attention

CHAPTER 1: Landholder relationships and services

1.1 COMMUNITY INVOLVEMENT IN ROUTE PLANNING		
Priority Actions Checklist	Status Update	Progress / Evidence
Participation fees		<ul style="list-style-type: none"> In December 2023, Powerlink launched an uplift to our Project Participation and Access Allowance (PPAA – \$5,000 per lot for 12 months, plus GST if applicable) to acknowledge the efforts of landholders in providing input into and facilitating access to their property for field investigations for new transmission lines and substations. The allowance is paid to support gaining access to properties and the identification and selection of an easement alignment or site selection process. An additional amount of \$5,000 (plus GST if applicable) is payable for each further 12-month period of access for field investigations (or part thereof). The PPAA is separate and in addition to any compensation paid under the <i>Acquisition of Land Act 1967</i>, which is paid if an easement or substation is to be progressed on that land.
Consideration and communication around undergrounding		<ul style="list-style-type: none"> Powerlink commissioned a study by the University of Queensland and Curtin University to complete a desktop review of existing information on the benefits and trade-offs between underground and overhead transmission line infrastructure from a technical, social, environmental and economic perspective. Funded by Powerlink, this independent research project also involved key stakeholders including the Queensland Farmers' Federation and was released in November 2023. This information will be communicated to Queensland Farmers' Federation members through their soon-to-be established Energy Engagement and Education Advisor role, funded by Powerlink. We are continuing to explore other ways to share information on this complex topic with landholders, Traditional Owner groups, the community and other stakeholders.



		<ul style="list-style-type: none"> We are also refining our criteria on undergrounding to inform appropriate consideration in our corridor selection processes.
Upgrades and maintenance activities in construction and operations		<ul style="list-style-type: none"> Powerlink is committed to remediating the physical impacts of construction and ‘making good’ any disturbance we cause on landholders’ properties as result of our activities. This includes property-specific requirements such as new access tracks; replacing, improving and relocating fencing; and post-construction landscaping and general rehabilitation work.
Addressing power imbalances between transmission businesses and landholders		<ul style="list-style-type: none"> Powerlink launched our new Transmission Easement Engagement Process (TEEP) in September 2023, which was co-designed with community and industry representatives as part of our Network Development Process review. The TEEP outlines a comprehensive and iterative approach to delivering early, authentic and transparent engagement throughout our full project lifecycle. We actively share information on our compensation process, which was refreshed in May 2023 with the release of our new SuperGrid Landholder Payment Framework. This was updated following a co-design process with representatives from local government, agricultural groups, energy user advocates and consumer groups. Powerlink provides up to \$25,000 for professional fees for landholders to seek financial/legal advice as part of compensation negotiations. For major projects we facilitate free access to consultants if required to assist landholders prepare submissions for key reports released for public comment as part of the corridor selection process and associated approvals. A number of our teams participated in Energy Charter Landholder Engagement Training in Tasmania in June 2023, Melbourne in November 2023 and we hosted this training in Brisbane in February 2024. Powerlink representatives also organised training for our teams in March 2024 with leading outrage expert Kelly Parkinson, to better handle interactions with landholders and communities. Powerlink is funding an Energy Engagement and Education Advisor role in the Queensland Farmers’ Federation for the next three years to facilitate meaningful engagement, consultation and education within the agriculture sector regarding Queensland's renewable energy transition and other energy initiatives. The role will commence on 1 July 2024.



Assessment Comments / Recommendations:

Better Practice Opportunities	Status Update	Progress / Evidence
Consideration of public amenity of easements		<ul style="list-style-type: none"> Where it is practicable and safe to do so, Powerlink facilitates opportunities to create valued public amenities within easements on public land, for example: <ul style="list-style-type: none"> - maintaining appropriate standard vegetation along our easements - retaining bespoke fruit trees on an easement valued by the local community as part of broader integrated development (e.g. Kuraby in Brisbane) - improving recreational walking paths near easements (e.g. Warner Lakes in the Moreton Bay area) - planting koala fodder trees in an easement area to enhance biodiversity and conservation values (e.g. Spring Pastures in the Sunshine Coast, and Cashmere and Dayboro in the Moreton Bay region). As part of project delivery and ongoing maintenance work, we will continue to engage with landholders and community members to understand their needs and priorities to deliver respectful co-existence opportunities.

Assessment Comments / Recommendations:

1.2 ENGAGEMENT AND COMMUNICATION

Priority Actions Checklist	Status Update	Progress / Evidence
A designated person, 24/7 contact number and facilitated engagement		<ul style="list-style-type: none"> For major projects, a dedicated Landholder Relations Team member with 24/7 contact details is provided to landholders across the project lifecycle – with the aim of having a knowledgeable, consistent and single point of contact to support landholders as a project progresses. This ongoing relationship is facilitated via a range of communication methods including in-person contact, phone calls and emails. Landholders are invited to contact Powerlink to update their contact details as needed. A six-monthly mailout is issued to Powerlink's 13,000 landholders with a QR code and web address for accessing our 'Update your contact details form'.



Regional engagement teams		<ul style="list-style-type: none"> • Powerlink appreciates the importance of local knowledge and understanding across our project teams and to support ‘business as usual’ relationships with communities and other stakeholders . We currently have Community Relations Advisors (part of our Community Relations Team) based in Townsville, Yeppoon, Kingaroy and Brisbane. These roles focus on establishing, developing and maintaining mutually beneficial relationships with communities from both a short and long term perspective. They foster local relationships and connections by being an active and valued part of that community. Community Relations Advisors have an understanding of local transmission projects actively being delivered by Powerlink (where relevant), the region and its communities, and are a touchpoint for community members and other stakeholders who may not have direct access to a project-specific Landholder Relations Advisor. • Additionally, within our organisational structure we have other teams with regional representation. These team members often have a project-specific focus however they assist with a range of ‘business as usual’ matters as well, which we feel helps to effectively strengthen our local connections and provide support for a range of stakeholders: <ul style="list-style-type: none"> - Landholder Relations – Cairns, Ingham, Rockhampton, Dalby and Stanthorpe - Project Engagement – Townsville and Mount Isa - Indigenous Partnerships – Townsville - Government Relations – Townsville • We are continuing to refine the structure and focus of roles that offer local representation, to provide adequate ongoing support to landholders, Traditional Owner groups, the wider community and other stakeholders.
Assessment Comments / Recommendations:		
Better Practice Opportunities	Status Update	Progress / Evidence
Community engagement training for land agents and complaints officers		<ul style="list-style-type: none"> • Powerlink representatives attended the Energy Charter Landholder Engagement Training course in Tasmania in June 2023 and Melbourne in November 2023, and hosted this training in Brisbane in February 2024. In association with Energy Charter representatives, Powerlink proudly led a number of training sessions exploring important topics including protecting



		<p>endangered wildlife near transmission infrastructure, bushfire management and biosecurity.</p> <ul style="list-style-type: none"> • Representatives from our Landholder Relations, Community Relations, Property Project Management and Project Engagement Teams attended outage management training, led by Kelly Parkinson, in March 2024 to better equip them with engaging empathetically and effectively with communities experiencing outage.
Better understanding social factors		<ul style="list-style-type: none"> • In 2021 and early 2022, Powerlink undertook what is believed to be the largest community sentiment research project in Queensland into the drivers of trust and social licence. The comprehensive research involved 1,800 community members across Southern Queensland, Central Queensland and Far North Queensland to examine sentiment towards renewable energy development, transmission infrastructure development to support Renewable Energy Zones, and Powerlink's current relationship with and impacts on local communities. Survey results have enabled greater understanding of the key drivers of trust, acceptance and social licence considerations in relation to Powerlink's activities. This research was repeated in 2023, again with 1,800 participants, to provide longitudinal comparisons with baseline community sentiment data collected in 2021/22. Research showed the key drivers of trust and social licence are procedural fairness and distributional fairness. The research also confirmed that Powerlink's community engagement approach was valid. • Regionally based Powerlink Community Relations Advisors provide a local presence in Southern, Central and North Queensland. This helps to gather information and inform analysis regarding local social, environmental and economic factors within communities, including cumulative impacts and community investment opportunities. These 'community insights' are applied throughout the project lifecycle, as identified as an ongoing activity in our Transmission Easement Engagement Process. • In addition to our Community Relations Advisors, Powerlink has been working to develop a Social Performance Framework. This will assist in identifying positive social outcomes for communities. A team dedicated to this work is now in place. • Work is ongoing with the Queensland Government as appropriate to progress planning for REZ Readiness Assessments, which will be undertaken prior to a REZ being declared to examine a range of cumulative factors regarding a region's capability to integrate the scale of REZ development. These assessments will guide the



		identification of suitable government works programs, engagement activities and community investment decisions.
Assessment Comments / Recommendations:		
1.3 TOWER PLACEMENT AND SCREENING		
Priority Actions Checklist	Status Update	Progress / Evidence
Placement of towers to minimise impacts		<ul style="list-style-type: none"> • Powerlink's new Transmission Easement and Engagement Process outlines a number of steps whereby landholders, Traditional Owner groups, the community and other stakeholders are invited to provide comprehensive feedback regarding corridor selection processes. • When delivering new projects, Powerlink proactively works with landholders to discuss preferred tower locations on their properties as part of geotechnical and field surveys, and engagement that takes place to identify the easement alignment within a final corridor. Targeted visual impact mitigation techniques, such as using vegetation to screen transmission towers and lines, is also discussed as project planning progresses. • Consideration is also given to broader community visual amenity, such as minimising impacts from public attraction/tourism areas e.g. lookouts. • Moving forward, Powerlink's Digital Engineering Team is exploring a new 3D visualisation tool to better display visual amenity considerations associated with infrastructure development. This information will help guide more informed engagement with landholders, set better expectations regarding visual amenity impacts, and implement mitigation strategies in response to landholder preferences and priorities.
Assessment Comments / Recommendations:		
Better Practice Opportunities	Status Update	Progress / Evidence
Landscaping and screening options to reduce impact		<ul style="list-style-type: none"> • Similar to transmission line development, in determining appropriate locations for new substations or switching stations, we carry out a comprehensive site selection process to examine a range of social, environmental and economic factors. This involves assessing visual amenity and can include proactive discussion with landholders and the local community as relevant on potential



		<p>landscaping and vegetation screening options to minimise visual amenity impacts.</p> <ul style="list-style-type: none"> • It is worth noting that Powerlink aims for new substation and switchyard locations to be situated on large land parcels well away from existing development wherever possible.
Assessment Comments / Recommendations:		
1.4 ACCESS		
Priority Actions Checklist	Status Update	Progress / Evidence
Provide clear schedules, detailing requirements for access		<ul style="list-style-type: none"> • Powerlink's Land Access Protocol (LAP) outlines the standards and commitments we will adhere to when accessing a landholder's property to conduct our activities. We work with landholders to share information on planned dates and times when access is required; the types of activities to be conducted and their purpose; specific locations requiring access; and the expected points of entry and exit. We proactively provide landholders with opportunities to outline property-specific impacts and mitigation measures regarding the access required, and adapt our activities wherever reasonably and practicably possible to accommodate these requirements e.g. adjusting schedules, access and on-site protocols to deliver work with minimal impact and disturbance. • The LAP also includes a 'Schedule Four' option as needed to capture individual property requirements in a formal way, to ensure Powerlink and the landholder are mutually aware of property-specific arrangements. • For maintenance work, we circulate a six-monthly newsletter to our 13,000 landholders which provides details on the frequency and nature of routine upcoming maintenance inspections. Should any maintenance work be required following inspections, we contact landholders before commencing work on their property. Landholders are invited to contact us if their needs or special requirements have changed using an online form. A QR code and web address for this form are included in this newsletter.
Easy and timely access to records of access on request		<ul style="list-style-type: none"> • We take all reasonable measures to minimise the impact of access on landholders and their properties, and provide records of access if a landholder requests this information (in accordance with privacy and records management legislation requirements). • We are looking to improve our record-keeping systems to routinely capture more detailed information on property access



		<p>arrangements to ensure we can provide landholders with up-to-date information in a timely and accessible way.</p> <ul style="list-style-type: none"> • In coming months, Powerlink will commence a pilot for a new Customer Relationship Management tool (Microsoft Dynamics 365) to better support real-time records management activities.
Clear steps and contacts for complaints		<ul style="list-style-type: none"> • Powerlink is committed to promoting and maintaining a culture that supports open and honest dialogue. • We encourage and respect complaints from both internal and external sources for the insights they provide regarding the way Powerlink performs and operates our business. This helps us ensure high standards of compliance and ethics. • Powerlink has a complaints management process in place, with details available on our website and provided to landholders if required. • As part of our process to develop the new Transmission Easement and Engagement Process, we have identified the opportunity to review and enhance our current complaints management process to provide a more streamlined and consistent experience from both an internal and external perspective. This is currently underway.
Assessment Comments / Recommendations:		
Better Practice Opportunities	Status Update	Progress / Evidence
Management plan reviews		<ul style="list-style-type: none"> • Powerlink invites landholders to update any agreed access arrangements in place for currency and suitability, and welcomes any feedback landholders may have on the conduct and compliance of Powerlink and our contractors in delivering our activities. • We don't currently produce standardised property-specific land and easement management plans, though maps are shared with landholders regularly. This is an improvement opportunity for Powerlink to ensure suitable holistic plans are established and a more formal, proactive feedback loop is in place. • Powerlink is conducting a trial to provide suitable consultants to assist in individual property planning for improved long-term co-existence support for landholders' farming operations ("agri-energy").



Financial support for landholder mitigation activities		<ul style="list-style-type: none">• We work closely with landholders to understand and minimise the impacts from our activities and associated costs, taking into account individual property-specific circumstances.• In addition to easement compensation payments and providing up to \$25,000 for landholders to access professional fees associated with negotiating this compensation (e.g. legal, financial, tax and valuation services), Powerlink covers additional costs (e.g. stock feed, moving stock or agistment fees) as appropriate in consultation with landholders.• In the maintenance phase, Powerlink has commenced trialing a Landholder Partnership Program that financially contributes to landholder activities that provide a mutual benefit (e.g. weed treatment and drainage works).
Assessment Comments / Recommendations:		



1.5 COMPENSATION		
Priority Actions Checklist	Status Update	Progress / Evidence
Transparent, plain English information regarding compensation		<ul style="list-style-type: none"> • Powerlink launched our new SuperGrid Landholder Payment Framework in May 2023, following a co-design process with representatives from local government, agricultural groups, energy user advocates and consumer groups as part of our Network Development Process review. • The new payment framework outlines Powerlink as the first Transmission Network Service Provider (TNSP) in Australia to offer an adjacent landholder payment (landholders within a 1km radius of a new transmission line) and seeks to provide payment estimates much earlier in the process to give landholders more flexibility and clarity to make more informed decisions about their land. • A new brochure was developed to help explain when compensation is available; how payments are determined; when payments are made; support available to assist landholders with the negotiation process; and adjacent landholder information. The brochure also includes frequently asked questions for landholders regarding what is an easement; how Powerlink acquires an easement; how interest and taxation are handled; and what process can be followed if the hosting landholder doesn't agree with the payment offer. • We are also working on a new brochure to explain the various methods of acquisition and the relevant compensation process i.e differences between option agreements and resumption, and the application of commercial factors and incentivisation as applicable. This will help landholders to better understand their options and guide their decision-making. • We have also applied the principles of the SuperGrid Landholder Payment Framework to our substation compensation processes.
Annualised compensation		<ul style="list-style-type: none"> • Powerlink's new SuperGrid Landholder Payment Framework outlines this payment can be offered as a lump sum or as annual payments. Landholders can decide which payment option they would prefer, based on their individual circumstances.
Easy and timely access to compensation for professional costs		<ul style="list-style-type: none"> • To support landholders during the compensation negotiation process, Powerlink provides up to \$25,000 for professional fees for landholders to seek professional services related to the negotiations (e.g. legal, financial, tax and valuation services).



		<ul style="list-style-type: none"> • This enables landholders to access information easily and on a timely basis, to help them make informed decisions during the negotiation process.
Assessment Comments / Recommendations:		
1.6 SAFETY EDUCATION		
Priority Actions Checklist	Status Update	Progress / Evidence
Proactive, tailored education programs on safety		<ul style="list-style-type: none"> • Ensuring the community is safe around our transmission line infrastructure is paramount, and a number of resources are available to support our 'Safe for life' approach. • We have a range of safety-focused brochures available on our website, on topics including activities on an easement; managing bush fire risk; managing flood risk; retrieving property within a substation; aerial mustering near transmission lines; burning sugarcane near transmission lines; and drone use near transmission infrastructure. • Powerlink has an established Community Safety Action Group – a group of representatives across the business dedicated to identifying and promoting safety initiatives for internal and external stakeholders. • We recognise easement co-use is essential in having a safe, secure and reliable transmission network and have developed memorandums of understanding (MOU) with mining companies and the Queensland Department of Transport and Main Roads to detail how these landholders can effectively co-exist with Powerlink infrastructure. • We also undertake easement awareness work with local councils (e.g. koala fodder plantings on easements with Moreton Bay Regional Council), and sponsor well-recognised industry events (e.g. Farm Fest) which promote landholder and community safety. • Moving forward, we are creating a new position within our Health, Safety and Environment Team – a Community Safety Advisor – to support provision of tailored advice to landholders on community electrical safety activities.
Assessment Comments / Recommendations:		



Better Practice Opportunities	Status Update	Progress / Evidence
Collaborate with emergency service agencies		<ul style="list-style-type: none"> • Powerlink takes seriously its role in working alongside emergency service agencies to better inform communities on bushfire risks, mitigations and responses regarding transmission infrastructure. We have aligned our safety standards with relevant state authority requirements. • Bushfire is a key focus of our internal Bushfire Mitigation Working Group and Community Safety Action Group. We have representatives on external Bushfire Mitigation Working Groups at a state, regional and area level to ensure proactive and ongoing collaboration with fire and emergency services. • We connect at a grass-roots level with Rural Fire Services, attending local events and sharing presentations on Powerlink's approach to bushfire management. Powerlink representatives are earmarked to attend future Rural Fire Service training days. • We work closely with other key stakeholders such as councils, the Queensland Parks and Wildlife Service and SEQ Water, to manage planned burns in higher risk locations. • This ongoing collaboration enables Powerlink to address topics commonly examined regarding bushfire risk, including how transmission lines may affect fire-fighting operations; protecting transmission infrastructure during a bushfire event; using easements as fire breaks; our use of protection schemes and remote monitoring; and the differences between transmission and distribution infrastructure. • Information is available on our website regarding fire safety, including details on the 'National Guidelines on Electrical Safety for Emergency Personnel' and a link to complete an online form to notify Powerlink of a planned burn. We have also developed brochures outlining safety procedures relating to fire – 'Burning sugarcane near transmission lines' and 'Fire and transmission line safety'. • Alongside Energy Queensland, Powerlink has been a long-term sponsor of the State Emergency Service since 2014. In 2023/24, we are jointly providing \$250,000 worth of equipment for local SES groups across Queensland to assist community volunteers with emergency response activities.
Assessment Comments / Recommendations:		



CHAPTER 2: Management of on-farm activities and infrastructure

2.1 BIOSECURITY		
Priority Actions Checklist	Status Update	Progress / Evidence
Strong, tailored biosecurity management plans		<ul style="list-style-type: none"> • Powerlink takes all reasonable actions to minimise the spread of weeds, pests or pathogens when accessing land and ensure that land access standards maintained by landholders are not compromised by our activities. • We have a whole-of-business approach to managing biosecurity risks associated with the construction, operation and maintenance of our transmission infrastructure. • We actively consult with landholders to understand property-specific needs and deliver strong biosecurity management plans to share information on Powerlink's biosecurity approach and support agreed land access protocols. • We ensure our staff and contractors hold the necessary qualifications and/or have completed relevant training to carry out their activities in line with our comprehensive biosecurity risk management practices. • We have processes in place to check for biosecurity incidents or outbreaks in an area before accessing properties. • We have comprehensive recording-keeping to track property-specific requirements on an ongoing basis, and manage and respond to biosecurity-related matters as a core function of our operations.
Assessment Comments / Recommendations:		
Better Practice Opportunities	Status Update	Progress / Evidence
Proactive biosecurity audits		<ul style="list-style-type: none"> • Pre-construction and post-construction biosecurity surveys are completed to better understand local biosecurity risks and implement reasonable mitigation measures. • We have an ongoing commitment to ensure ease of access to suitable mobile washdown equipment for staff and contractors to effectively manage biosecurity requirements. • We identify opportunities to partner with local communities to establish and retain washdown facilities to enhance biosecurity protections in regions following construction.



		<ul style="list-style-type: none"> For example, in 2023 we established the Mount Fox community washdown facility in association with our Genex Kidston Connection Project in North Queensland.
Assessment Comments / Recommendations:		
2.2 USE OF MATERIALS AND MANAGEMENT PRACTICES		
Priority Actions Checklist	Status Update	Progress / Evidence
Engage with landholders on soil requirements		<ul style="list-style-type: none"> Powerlink collaborates with landholders to understand specific requirements for the management of soils as part of our operations, from construction through to maintenance activities. For larger projects, pre-construction soil sampling and analysis is undertaken to better understand soil risks, treatment and management options. We maintain an open and transparent approach to working with landholders post-construction to understand their property-specific requirements regarding soil management into the maintenance phase. In particular, Environmental Work Plans are used to document these continuing requirements.
Protect soil from compaction, erosion, or other damage		<ul style="list-style-type: none"> Powerlink's processes align with the International Erosion Control Association standards for management of soils. Our processes support the implementation of reasonable measures to manage potential impacts to soil from compaction, erosion or other damage as part of our activities. As appropriate, these measures may include using specific machinery, geo-fabric, bog mats, temporary fencing or limiting access to specific conditions (e.g. dry weather access only).
Assessment Comments / Recommendations:		
2.3 FARM INFRASTRUCTURE		
Better Practice Opportunities	Status Update	Progress / Evidence
Engage with landholders regarding use of scrap		<ul style="list-style-type: none"> Powerlink has previously provided landholders with access to transmission tower steel following decommissioning works (e.g. our Proserpine to Glenella Transmission Line Decommissioning Project).



materials and equipment		<ul style="list-style-type: none"> • This is not common place however, noting there are a range of health, safety and environment risks to consider. Because of these complexities, our principal contractors do not generally provide unused scrap materials and equipment to landholders or community groups following construction works. Temporary workforce accommodation facilities have also traditionally been used for project staff. • Moving forward, there may be opportunities to work with our principal contractors to explore suitable landholder and community application of these resources on a project-by-project basis as appropriate, taking into account these health, safety and environment considerations.
Provide labour and equipment in-kind		<ul style="list-style-type: none"> • At times Powerlink has provided in-kind support (labour and equipment) to assist landholders with building dams, repairing fences, upgrading access tracks and culverts, and improving fire breaks on properties. • This support is traditionally provided on a discretionary basis as appropriate. There is further scope for Powerlink to consider a more consistent and streamlined approach to offering this assistance. • For example, we previously provided community infrastructure support at Walumbilla State School in conjunction with our principal contractor for transmission connection work in the Surat Basin. This 'contractor incentivisation' approach involved around 20 volunteers from the project team completing painting and repair work at the school.
Assessment Comments / Recommendations:		



CHAPTER 3: Community relationships and services

3.1 MENTAL HEALTH AND SERVICES		
Better Practice Opportunities	Status Update	Progress / Evidence
Reduce barriers to accessing counselling and mental health support		<ul style="list-style-type: none"> • Powerlink has a dedicated landholder wellbeing and support program, offering support to landholders and community members through a professional counselling service (Rural Health Connect). • This is a free, independent and confidential service. Information about this program is shared with landholders and community members as required, and is available on our website. • At times we have also engaged a counsellor to attend community information drop-in sessions to provide on-the-spot mental health support for landholders and community members.
Assessment Comments / Recommendations:		
3.2 COMMUNITY BENEFIT SHARING		
Priority Actions Checklist	Status Update	Progress / Evidence
Develop Community Benefit Sharing programs		<ul style="list-style-type: none"> • Powerlink has developed a community investment approach that maximises positive local impacts for communities hosting our transmission infrastructure. We seek to invest in initiatives that build community resilience, social capacity and the environment; and support local purchasing, skills, education, training and employment. We are focused on tailoring investments to address local priorities, delivering shared value and equitable outcomes across communities, and creating long-term social value. • We focus on 'three pillars' which outline scalable community investment and partnership opportunities: <ul style="list-style-type: none"> - small grants - community benefits/resilience funds - regional development. • We develop Community Investment Plans that include: <ul style="list-style-type: none"> - consideration of direct, local and regionally impacted communities (as per geographical boundaries defined via 'community insights') - an outline and timeline of recommended community investment activity



		<ul style="list-style-type: none"> - goals, objectives and rationale for the planned investments - an overview of the engagement approach for initiative selection and identification of community members benefited by each initiative - alignment to project timelines and an overview of ongoing engagement and governance processes - reporting and metrics that will be used to assess outcomes and social performance. <ul style="list-style-type: none"> • From a REZ perspective, work is ongoing with the Queensland Government and other organisations (e.g. Energy Queensland and the Queensland Renewable Energy Council) to develop a coordinated benefit sharing program to deliver tangible and lasting benefits for REZ communities.
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Assessment Comments / Recommendations:

Better Practice Opportunities	Status Update	Progress / Evidence
Prioritise access to affordable, reliable energy for hosts		<ul style="list-style-type: none"> • As a Transmission Network Service Provider (TNSP), Powerlink has limited scope to independently pursue opportunities to improve energy access and reliability for landholders and communities hosting energy infrastructure as this is heavily reliant on the local distribution network. • As part of ongoing work to progress REZ planning for Queensland, we are supporting Energy Queensland to explore equitable and practical initiatives to provide this assistance.
Prioritise impact-aware Community Benefit Sharing		<ul style="list-style-type: none"> • Powerlink's 'three pillar' community investment and partnership approach aims to develop community benefit initiatives that provide direct and tangible benefits for close neighbours and prioritise the sharing of benefits with specific regard to proximity, level of change and disturbance experienced by near neighbours and the broader community. • These initiatives are designed to distribute benefits more evenly to impacted communities to remediate impacts from our infrastructure development, including in relation to the wider community who are not included in compensation agreements.

Assessment Comments / Recommendations:



3.3 COMMUNITY INFRASTRUCTURE		
Better Practice Opportunities	Status Update	Progress / Evidence
Consultation on community infrastructure needs		<ul style="list-style-type: none"> • As part of our commitment to early and ongoing engagement, we encourage communities to share information with us on what's important to them, including key community infrastructure priorities. • The ongoing analysis of 'community insights' throughout our project lifecycle enables Powerlink to understand changing community priorities and values, foster a sense of ownership in the community and ensure equity in the distribution of benefits. • Our REZ Engagement Framework sets out how we seek to effectively engage with REZ communities to understand their preferences and aspirations regarding infrastructure needs at a regional level. The REZ Readiness Assessment Process will be used to comprehensively examine these cumulative impacts and opportunities for communities hosting REZ infrastructure. • A key example of a major new investment initiative introduced in response to community feedback on poor quality telecommunications infrastructure is our SuperGrid Telecommunications Program. Launched in October 2023, this program seeks to improve access to high-speed internet and mobile phone coverage in regional areas hosting transmission infrastructure. The initiative will be rolled out in line with development of Queensland's SuperGrid and REZs. • Another key priority being pursued following consideration of community input is finalising Powerlink's accommodation strategy. Currently under development, this strategy will outline guiding principles and tools to deliver an appropriate accommodation mix for our workforce, and enable a coordinated approach with stakeholders to address and manage cumulative impacts.
Assistance in negotiating power purchasing agreements		<ul style="list-style-type: none"> • As a TNSP, Powerlink is mindful of the National Electricity Rules and other regulations which limit the role that transmission can play across other parts of the electricity supply chain (i.e. generation and retail). As such, Powerlink is mindful of our role in independently pursuing opportunities to provide landholder and community assistance in negotiating power purchase agreements. • As part of ongoing work to progress REZ planning for Queensland, we are supporting Energy Queensland, the distribution network in Queensland, to explore suitable energy efficiency initiatives for communities.



<p>Increase regional coordination and collaboration</p>		<ul style="list-style-type: none"> • Our community investment and partnership approach outlines Powerlink’s commitment to delivering regional coordination and collaboration initiatives under our ‘pillar three’ focus of ‘regional development’. This pillar supports the creation of larger scale, longer-term physical or legacy benefits to regions. • These types of investment opportunities will be supported by extensive research and data sourced from Social Impact Assessments and engagement with key regional stakeholders such as local industry bodies, local Councils, other projects in the region, community group leaders and representative bodies. Investment at the pillar three level may also involve input from relevant state or federal government departments or agencies. • An example of a current ‘pillar three’ initiative underway is Powerlink’s ongoing support of the Country Universities Centre (CUC) in the Maranoa region, which is now the most successful CUC campus in Australia. This initiative supports both economic development (skills, training, employment) and sustainable communities (social resilience and capacity building). • Powerlink is currently exploring opportunities to further support communities through potential ‘pillar three’ initiatives related to biosecurity and local content. Examples of other future initiatives of this scale could include: <ul style="list-style-type: none"> - the construction of permanent facilities that directly relate to community resilience and sustainability - large-scale initiatives that assist in disaster recovery - major support of regional programs and/or services that create pathways for local enterprise to maximise local economic benefit in terms of employment and economic opportunity. • Coordinated community investment is also being pursued through early REZ planning work, bringing together renewable energy developers, local and state government, and Powerlink to maximise benefits. We will continue engaging with the Queensland Government to progress this planning.
<p>Assessment Comments / Recommendations:</p>		



3.4 COMMUNITY ECONOMIC DEVELOPMENT		
Priority Actions Checklist	Status Update	Progress / Evidence
Preference procurement from local suppliers		<ul style="list-style-type: none"> • Powerlink fully supports the intent of the Queensland Procurement Policy 2023 (QPP) in applying a local benefits approach to all our procurement requirements. Powerlink's Procurement Framework fosters the use and development of local suppliers. • The Framework requires employees undertaking procurement activities to ensure that capable and competitive local suppliers and small businesses are given a full, fair and reasonable opportunity to supply Powerlink to deliver our activities. As part of this commitment, employees will wherever possible seek quotes from local suppliers. This approach applies to all procurement activities, including project works. • In the 2022/23, approximately 77% of requirements were sourced through Queensland suppliers. • A key example demonstrating this commitment relates to our CopperString 2032 project. We held a number of local supplier roadshows and industry briefings in October 2023 in a range of regional locations to attract local and Indigenous interest in project participation, in association with the Queensland Department of State Development and our JV partner. This approach has also been used recently for our Genex Kidston Connection Project, MacIntyre Wind Farm Connection Project and Wambo Wind Farm Connection Project. • Specifically for the Genex Kidston Connection Project, to date we have engaged more than 25 local suppliers with local contracts valued at more than \$30 million.
Social and environmental criteria in procurement decision-making		<ul style="list-style-type: none"> • Powerlink uses best endeavours to work with ethically, environmentally and socially responsible suppliers, and seeks to influence the supply chain in this regard. • As part of this commitment, we endeavour to engage with suppliers that adhere to Powerlink's Supplier Code of Conduct. It is also a mandatory requirement that all suppliers comply with the Ethical Supplier Threshold requirements of the QPP in order to provide goods or services to Powerlink. • Powerlink has in-built criteria within our tender response process requiring tenderers to provide information regarding their ethical, environmental and socially responsible procurement systems, policies and/or performance. This includes but is not limited to anti-dumping measures, modern slavery, social benefits to the local region, and reduction of carbon emissions/carbon footprint.



Assessment Comments / Recommendations:

Better Practice Opportunities	Status Update	Progress / Evidence
Agreements with local businesses for local goods and services		<ul style="list-style-type: none"> • We are keen to maximise opportunities to support local suppliers of goods and services wherever possible in association with delivering our activities. In particular, we recognise the importance our people building relationships and networks, and integrating into local communities when they are delivering work in regional locations. • Our project teams are focused on pursuing local supplier engagement wherever possible for goods and services including accommodation providers, fuel suppliers, vegetation and biosecurity management, water supply, waste management and recycling, machine and equipment hire, security services, cranes, cleaning services, administration staff, IT expertise, office supplies and printing, restaurants/eateries and car hire.

Assessment Comments / Recommendations: