

1 AUGUST 2022

ESC Statement of Expectations monthly report

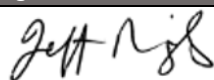

June/July 2022



Schedule of revisions

Revision	Date	Status	Author	Details of change
2	9 August 2022	Issued for Information	Project Development Manager	Moved ESC Statement of Expectations performance assessment from the main report to Appendix D following ESC feedback.
1	1 August 2022	Issued for Information	Project Development Manager	Formal submission of 1 August 2022 report.

Approval to issue to Essential Services Commission

Date Approved	Approved By	Signed
9 August 2022	Jeff Rigby (Executive Project Sponsor)	
1 August 2022	Stephanie McGregor (Acting Project Sponsor)	

Acknowledgement of Country

AusNet respects and honours Aboriginal and Torres Strait Islander Elders past, present and future. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

The Western Renewables Link (WRL) project recognises and pays respect to the Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples, represented by the Barengi Gadjin Land Council (BGLC); Dja Dja Wurrung Clans Aboriginal Corporation (Djaara); Eastern Maar Aboriginal Corporation (EMAC); Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC) and Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation (WWWCHAC), the Traditional Owners of the lands on which the WRL will operate. The Project recognises the role of First Peoples - State Relations and each Registered Aboriginal Party (RAP) in the management, protection, and promotion of cultural heritage on Country, cultural awareness and land access.

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Acronyms and definitions

Term	Expansion of Acronym
The Act	Electricity Industry Act 2000 (Vic)
AEIC	Australian Energy Infrastructure Commissioner
AEMO	Australian Energy Market Operator
Agency	Crown Land Authorities, Public Utilities, Statutory Authorities, and Infrastructure Authorities
Agency Land	Land Owned, Managed Administered or Controlled by an Agency
ASIC	Australian Securities and Investments Commission
AusNet	AusNet Transmission Group Pty Ltd
BGLC	Barengi Gadjin Land Council
Borealis	AusNet Stakeholder Management System
CCG	Community Consultation Group
CHMP	Cultural Heritage Management Plan
Djaara	Dja Dja Wurrung Clans Aboriginal Corporation
DELWP IAU	Department Environment, Land, Water and Planning (DELWP) Impact Assessment Unit (IAU)
Delivery Partner	A company engaged by AusNet to assist in the delivery of the WRL (i.e., Jacobs, JLL, etc)
EAP	Employee Assistance Program
EES	Environmental Effects Statement
EMAC	Eastern Maar Aboriginal Corporation
ESC	Essential Services Commission
EWOV	Energy and Water Ombudsman Victoria
FP-SR	First Peoples – State Relations
Freehold Land	Titled land owned by individual or non-agency entities
HSEQ	Health, Safety, Environment and Quality
IAP2	International Association for Public Participation
JLL	Jones Lang LaSalle Incorporated. The JLL project team is providing land access, land acquisition and compensation service to AusNet Services for the WVTNP.

Project	The 'Western Renewables Link'
Private Land	Freehold land: Titled land owned by individual or non-agency entities
Public Land	Agency land: Land owned, managed, administered, or controlled by an agency
Rapid Global	Online portal for staff training and inductions
RAP	Registered Aboriginal Party
RIT-T	Regulatory Investment Test – Transmission
SLA	Service Level Agreement (SLA)
Statement of Expectations (SOE)	Electricity Transmission Company Land Access Statement of Expectations
S93	Section 93 of the Electricity Industry Act 2000
WRL	Western Renewables Link, or 'the Project' (Formerly Western Victoria Transmission Network Project)
WTOAC	Wadawurrung Traditional Owners Aboriginal Corporation
WWWCHAC	Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation

1. Introduction

1.1. Report purpose

This is a monthly report compiled by AusNet Transmission Group Pty Ltd (AusNet) and issued to the Essential Services Commission (commission). This report provides in a summary form the Western Renewable Link's (WRL's) performance against the general principles set out in the commission's 'Electricity Transmission Company Land Access Statement of Expectations' (statement of expectations).

The commission requires the reports to be provided on the first business day of each month, commencing 1 August 2022. The 1 August 2022 report provides data for the reporting period from 1 June 2022 to the date of the report (so far as practicable). Each report thereafter will contain data in relation to the preceding month. It is acknowledged that it may not be possible to include data in relation to land access that occurs in the final days of the reporting period. If this is the case the report will indicate the date up until which data has been included and data in relation to the remaining days of that month will be included in the following month's report.

The commission intends to make the reports available to the general public, and so AusNet will provide one report in two formats:

- a report with confidential information, wherein the confidential information is clearly identified; and
- a report where confidential information is redacted.

1.2. Reporting overview

The commission has outlined the following reporting metrics for AusNet to provide each month.

1.2.1. Number of voluntary access agreement negotiations underway

Where temporary access to land is necessary, the majority of affected landholders have received the voluntary land access consent form to consider and discuss with their Land Liaison Officer. Ongoing conversations regarding voluntary access consents progress organically with each individual landholder as land access is sought. For the purpose of this report, the total number of landholders is defined as any person/s (including an entity e.g. company or trust) entitled to hold a parcel of land within the proposed route.

Metric reported: Section 2, Table 1

Definition: Total number of private landholders minus:

- Number of landholders that have signed a voluntary land access consent form;
- Number of landholders that have declined to sign a voluntary land access consent form; and
- Number of landholders that have not been presented with a voluntary land access consent form.

1.2.2. How principles 2 – 14 have been applied to voluntary access agreement negotiations underway

Principles 2 to 14 have been applied as reported in Appendix D and as detailed in the voluntary land access consent form.

1.2.3. Number of voluntary access agreements entered into

The total number of voluntary land access consent forms signed will be reported monthly. It should be noted that a landholder can withdraw their prior consent at any time, therefore, this number may fluctuate.

Metric reported: Section 2, Table 1

Definition: Total number of new voluntary land access consent forms signed by both the landholder and Land Liaison Officer, for the reporting period.

1.2.4. How principles 2 – 14 have been applied to voluntary access agreement entered into

Principles 2 to 14 have been applied as reported in Appendix D and as detailed in the voluntary land access consent form.

1.2.5. Number of notices issued regarding access under section 93 of the Electricity Industry Act 2000 (Vic)

AusNet provides written notice to enter land, under section 93 (s93) of the Electricity Industry Act 2000 (Vic) (Act), to landholders a minimum of seven (7) days prior to the planned access date. As the notice to enter is sent in advance of planned access, the number of notices sent compared to number of the accesses to land that occurred pursuant to section 93 of the Act may not match.

Metric reported: Section 2, Table 1

Definition: Number of notices to enter under section 93 of the Act sent within the reporting period.

1.2.6. How principles 2 – 14 have been applied prior to issuing each notice regarding access under section 93 of the Act

Principles 2 to 14 have been applied as reported in Appendix D and detailed in notice to enter under section 93 of the Act.

1.2.7. Number of times land was accessed pursuant to section 93 of the Act

The number of times land was accessed pursuant to section 93 of the Act, and in each instance whether each access was pursuant to a notice issued and the period of time between issuing a notice and access occurring.

Metric reported: Section 2, Table 1

Definition: Each instance of land access is counted separately, even if multiple instances of land access are conducted pursuant to a single notice. For instance, if a survey requires land to be accessed over three days, twice a day, it will be recorded that there were six instances of land access. The description of how the principles were applied, if common to the multiple instances of land access, are not repeated.

1.2.8. How principles 15 – 20 were applied to land accessed pursuant to section 93 of the Act

Principles 15 to 20 have been applied as reported in Appendix D, detailed in the Notice to enter under section 93 of the Act and as detailed in the spreadsheet contained in Appendix C (confidential).

1.2.9. Number and nature of complaints received in relation to section 93 access

The number and nature of complaints received (including those forwarded to the Energy and Water Ombudsman (Victoria)) in relation to access under section 93 of the Act, the time to respond to each complaint, and actions taken, if any, in response to the complaint.

Metric reported: Section 2, Table 1

Definition: A complaint received from a landholder that is in relation to concerns regarding land access under s93 of the Act.

1.3. Reporting period

Reporting period: 1 June 2022 – 22 July 2022

Previous reporting period: N/A

2. ESC Statement of Expectations monthly report

2.1. Performance summary

During the reporting period, AusNet conducted a gap analysis to review project communications and engagement practices against the general principles within the commission's statement of expectations. During this review, all access to land pursuant to AusNet powers under section 93 of the Electricity Industry Act 2000 (Vic) (s93 of the Act) was postponed. AusNet reviewed all stakeholder correspondence to ensure it was collaborative, sensitive and respectful. As a result, AusNet updated the secondary request for consent to access letter (letter 3) and the notice to enter under s93 of the Act letter (letter 4); the new templates are provided in Appendix A. The remaining letters are still being worked through and the updated templates will be provided once WRL's internal review and approval process is complete.

Activities from the reporting period include:

- Website changes:
 - 'Community and Landholder' page updated to include 'ESC statement of expectation' section and a link to the commission's website; and
 - 'About' page FAQs section revised in line with statement of expectations.
- Australian Energy Infrastructure Commissioner (AEIC) met with a key landholder along the route to discuss land access and continue to foster engagement within the project.
- The project team conducted a 2-day workshop to reset culture and values including professional development sessions in agricultural practices, farming and rural community culture. Participants included members from the Planning, Land, Stakeholder, Communications and Project Management teams as well as members of the AEIC and AEMO.
- Workshops led by the National Centre for Farmer Health (NCFH) were undertaken that focused on educating field-based staff on factors that impact physical and mental health in rural communities.
- Two (2) workshops were held with the Energy and Water Ombudsman Victoria (EWOV) to confirm the complaints and dispute resolution process. Weekly progress and update meetings are now scheduled with EWOV and project representatives.
- Thirty (30) field-based staff undertook a full day course that was a refresh of frontline adaptive training.

For this reporting period, from 01 June 2022 to 22 July 2022, AusNet accessed forty-five (45) parcels of land owned by twenty-six (26) different landholders. Of these parcels of land:

- Twenty-five (25) were public land;
- Twenty (20) were private land;
 - Twenty (20) were accessed under voluntary consent; and
 - No properties were accessed pursuant to s93 of the Act.

No compensation claims or complaints in relation to land access were sent directly to the project team during the reporting period. One (1) complaint was made to EWOV in relation to land access under s93 of the Act during the reporting period.

Table 1: Summary for reporting period

Item*	Previous reporting period	Current reporting period	Variance	Comments
1. No. of items of outgoing correspondence to landholders (including emails, phone calls & SMS)	N/A	536	N/A	Emails: 185 Phone calls: 161 SMS: 189 Mail drop (LH not present): 1
2. No. of face-to-face meetings	N/A	30	N/A	
3. No. of voluntary access agreement negotiations underway	N/A	20	N/A	
4. No. of new voluntary access agreements entered	N/A	3	N/A	
6. No. of secondary request for voluntary consent issued	N/A	2	N/A	
7. No. of notices issued regarding access under s93 of the Act (referred to as 'Notice to Enter')	N/A	2	N/A	Notices issued for planned access in the next reporting period.
8. No. of times land was accessed under s93 of the Act	N/A	-	N/A	
9. No. of compensation claims opened (confidential)	N/A	-	N/A	No compensation claims were raised during the reporting period.

Item	Issue Number	Complaint description	Date complaint received	Time to resolve complaint	Investigation outcome and/or corrective actions
10. Complaints made to AusNet in relation to land access under s93 of the Act (confidential)					No complaints were raised in relation to land access directly to the project team during the reporting period.
11. Complaints made to EWOV in relation to land access under s93 of the Act (confidential)					One (1) complaint was made to EWOV in relation to land access under s93 of the Act during the reporting period.

Appendix A – Land Access Letters

Overview of Landholder land access correspondence letters

Table 2: Landholder land access correspondence process overview

Landholder correspondence stage	WRL landholder land access correspondence overview
Introductory Letter	<ul style="list-style-type: none"> • Introductory letter • General information on project stage • Outline that the project would like to meet with the landholder to discuss how the project impacts their property <p>Follow up via phone and email if appropriate details are available. A pre-assessment site meeting is offered.</p>
Initial Request for consent to access property	<ul style="list-style-type: none"> • Reiterate message from letter 1 • Outline why access is required • Provide general access related information • Provide voluntary land access consent form and access protocols template (Schedule A of Letter) <p>Follow up via phone and email if appropriate details are available. A pre-assessment site meeting is offered.</p>
Secondary Request for consent to access property	<ul style="list-style-type: none"> • Reiterate message from letter 2 • Outline why access is required • Provide general access related information • Outline type, purpose and nature of field study • Provide voluntary land access consent form and related access protocols (Schedule A of Letter) • Provide information that if voluntary consent is not reached AusNet will utilise its statutory powers under s93 of the Act to access property and undertake field work <p>Follow up via phone and email if appropriate details are available. A pre-assessment meeting is offered.</p>
Notice to Enter	<ul style="list-style-type: none"> • Formal notice to enter under s93 of the Act • Nomination of an access date • Written notice provided a minimum of seven (7) days prior to the planned access date

[REDACTED]

[REDACTED]

Appendix B – voluntary Land access (CONFIDENTIAL)

Appendix C – s93 Land access (CONFIDENTIAL)

Owner ID	Planned Access Date	Date of access	Access Number	Survey Type	Date of secondary request for voluntary consent to access issued	Date notice to enter issued	Number of Days between notice to enter issue and access occurring	Instances of Land access that actually took place	Principle 2 Ensure staged, timely engagement and consultation	Principle 3 Be accessible and responsive	Principle 4 Use accessible, readable communications	Principle 5 Employ respectful two-way communication	Principle 6 Identify and contact those affected	Principle 7 Provide identification on contact
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Owner ID	Principle 8 Outline access rights and obligations	Principle 9 Make clear when and why access is required	Principle 10 Explain the processes involved	Principle 11 Commit to details on how access will occur	Principle 12 Give reasonable notice of proposed access	Principle 13 Keep records	Principle 14 Maintain confidentiality and respect privacy	Principle 15 - Minimise impact on land and landowners	Principle 16 - Meet expected work standards	Principle 17 - Meet requirements for field-based employees and contractors accessing land	Principle 18 - Implement environmental and biosecurity controls	Principle 19 - Manage fire risks	Principle 20 - Manage COVID and other health risks
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Appendix D - ESC Statement of Expectations performance assessment

1. ESC Statement of Expectations performance assessment

1.1. Approach to communication and engagement

Qualitative assessment of performance in relation to principles 2 – 5 can be found in the tables below.

1.1.1. Principle 2: 'Ensure staged, timely engagement and consultation'

Table 2: Approach to communication and engagement principle 2 – WRL performance for reporting period

Principle 2	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Ensure staged, timely engagement and consultation</p> <p>An electricity transmission company will undertake staged, timely, relevant and appropriate engagement and consultation with landowners and parties interested in land potentially affected by a proposed greenfield transmission project</p>	<ul style="list-style-type: none"> As early as is practicable in the planning process, publish details of the project, timeline, and key milestones, and update these as information changes. 	<p>Most up to date information held on project website.</p> <ul style="list-style-type: none"> Information about project timelines included on 'About' webpage (https://www.westernrenewableslink.com.au/about/) Project timelines last updated April 2022 (EES Submission Update - Western Victoria Transmission Network Project). E-Update issued 7 April 2022 to keep landholders and community members informed (~1,200 registered emails) Details of the planning process available on Planning and Approvals webpage (https://www.westernrenewableslink.com.au/planning-and-approvals/). <p>Fact sheets on project website with relevant project information include:</p> <ul style="list-style-type: none"> Environment and key project approvals fact sheet (June 2021) (https://www.westernrenewableslink.com.au/assets/resources/Environment-and-key-project-approvals-June-2021.pdf) Land access for environmental and engineering studies fact sheet (June 2021) (https://www.westernrenewableslink.com.au/assets/resources/Fact-sheet-%E2%80%93-Land-access-for-environmental-and-engineering-studies-FA_R1.pdf). This has since been updated in the Landholder Guide. Project Overview fact sheet (June 2021) (https://www.westernrenewableslink.com.au/assets/resources/Project-overview-June-2021.pdf)

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- Outline the electricity transmission company's commitments and landowners' rights in plain English
 - Collateral including guides and fact sheets are drafted by a technical writer and subject matter experts (SME). They are designed to communicate complicated technical information to the broadest possible audience. They are also reviewed by the following stakeholders, as appropriate:
 - DELWP Energy and DELWP Impact Assessment Unit (IAU)
 - AEIC (where appropriate)
 - Community Consultation Group (where appropriate)
 - Focus groups of specialist industry advocates are brought in (where appropriate)
 - Regional Advisory body – a confidential group of Victorian farmers outside of the project area is used as the market testing group for accessibility

Final approval for published collateral sits with AEMO.
 - AusNet's commitments regarding land access are outlined on p.10 of [Landholder Guide: Land Access, Easements and Compensation](#) and landholder rights in relation to land access are covered on p.14.
 - Landholder rights more broadly about the easement negotiation and acquisition process, compensation and permitted activities within the easement are covered in the relevant sections of the Landholder Guide.
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- Explain what landowner input is likely to be needed and why, and at what stages of the project.
 - Environmental Effects Statement (EES) Consultation Plan, developed with, and approved by, Department Environment, Land, Planning and Water (DELWP) Impact Assessment Unit (IAU) contains agreed Communication and Engagement framework. Published on the project website on 'Consultation and Engagement' section of Community and Landholders webpage. (<https://www.westernrenewableslink.com.au/community-and-landholders/>) and on the DELWP EES project page (<https://www.planning.vic.gov.au/environment-assessment/browse-projects/projects/western-victoria-transmission-network-project>).
 - Letters issued at key project milestones define and communicate what landholder input is required and how we will contact them.
 - Collateral for key milestones outlines how landholders can provide their input and how their input is used (e.g. Proposed Route Overview fact sheet p.5 feedback provided and p.6 addresses what landholder and community input will be sought next <https://www.westernrenewableslink.com.au/assets/resources/Proposed-route-overview-November-2021.pdf>)
 - Landholder land access engagement process and correspondence defined in consultation with the Australian Energy Infrastructure Commissioner (AEIC)
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- Provide timely updates and additional details as necessary to
 - Communication strategy is a landholder first approach for key project updates.
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inform affected landowners on project progress.

- Strategy is multi-channel with direct contact from Land Liaison Officers, E-updates for registered emails, community sessions, mail outs and webinars.
- Examples of key project updates include identification of multiple possible corridors within the area of interest in February 2021, a single corridor in June 2021 and the proposed route in November 2021.
View E-Update history on the project website (<https://www.westernrenewableslink.com.au/news/>)
View all webinars in Resources webpage of project website (<https://www.westernrenewableslink.com.au/resource/>)

1.1.2. Principle 3: 'Be accessible and responsive'

Table 3: Approach to communication and engagement principle 3 – WRL performance for reporting period

Principle	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Be accessible and responsive</p> <p>An electricity transmission company will provide affected landowners with an accessible point of contact in the company. They will be available to respond to questions and address issues promptly during all stages of a transmission project.</p>	<ul style="list-style-type: none"> • Provide a designated person, such as a 'land liaison officer', for each landowner 	<ul style="list-style-type: none"> • The project maintains systems and processes that ensures all landholders identified as part of the proposed route are offered a dedicated Land Liaison Officer as a key point of contact for the project. The role of the Land Liaison Officer is to: <ul style="list-style-type: none"> ○ Share information about the project; ○ Discuss land access protocols and procedures; ○ The land access process; ○ Work with landholders to understand their land use and activities; ○ Share how the infrastructure may impact their property; ○ Discuss the easement requirements and towers; and ○ Provide information about compensation. <p>Information on Land Liaison Officers is included on page 9 of the 'Landholder Guide: Land access, easements and compensation' on the project website.</p>
	<ul style="list-style-type: none"> • Provide a 24/7 contact number 	<ul style="list-style-type: none"> • If the landholder chooses to take up the offer of the dedicated Land Liaison Officer, they are provided with the Land Liaison Officer's direct mobile phone number and email address. The Land Liaison Officer is available outside of business hours. • The general community can contact the project via the following: <ul style="list-style-type: none"> ○ Using the online form on the Project website: https://www.westernrenewableslink.com.au/contact/ ○ Emailing: info@westernrenewableslink.com.au

- o Writing to: [Ballarat PO Box PO Box 638, Ballarat VIC 3353](#).
- o Calling the Project hotline (8am – 5pm, Mon – Fri) [1300 360 795](#)
- The general community can contact AusNet 24/7 on our faults and emergencies number: [13 17 99](#)

1.1.3. Principle 4: ‘Use accessible, readable communications’

Table 4: Approach to communication and engagement principle 4 – WRL performance for reporting period

Principle 4	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Use accessible readable communications</p> <p>All written electricity transmission company communication materials regarding land access must be readable and readily accessible by those affected by a transmission project.</p>	<ul style="list-style-type: none"> • Ensure all materials are written in plain English, concise and easy to follow. Avoid use of legal language. • Ensure all material is readily accessible. General information may be published on an electricity transmission company’s website, notifications placed in local papers or other media where warranted, and letters or emails sent to affected landowners. 	<ul style="list-style-type: none"> • Analysis of project area demographics completed and allowance for low literacy rates catered for in collateral, e.g. Infographics • Collateral including landholder guides and fact sheets are drafted by a technical writer and subject matter experts (SME). They are designed to communicate complicated technical information to the broadest possible audience. They are also reviewed by the following stakeholders, as appropriate: <ul style="list-style-type: none"> o DELWP Energy and DELWP Impact Assessment Unit (IAU) o AEIC (where appropriate) o Community Consultation Group (where appropriate) o Focus groups of specialist industry advocates are brought in (where appropriate) o Regional Advisory body – a confidential group of Victorian farmers outside of the project area is used as the market testing group for accessibility <p>Final approval for published collateral sits with AEMO.</p> <ul style="list-style-type: none"> • The Project has agreed to a multi-channel communication strategy through the EES Consultation Plan to ensure landholder and communities can participate in the EES process in an informed way. To date we have provided: <ul style="list-style-type: none"> o Twenty-three (23) in-person community sessions across the project area o Fourteen (14) online community sessions/webinars o One-on-one sessions with technical specialists on key topics when requested by a landholder (as appropriate) o Letterbox drop to more than 12,000 community residents (campaign to raise awareness) o >Twenty (20) E-updates to subscription list (currently more than 1,200 subscribers)

	<ul style="list-style-type: none"> o Fifteen (15) fact sheets and guides o Revised website with interactive map with capability for landholders to search by address o A virtual engagement room with content in more user-friendly format including videos.
	<ul style="list-style-type: none"> • Proactive media campaign in print and local radio to raise awareness of project.
<ul style="list-style-type: none"> • Provide links to translation services in communications. 	<ul style="list-style-type: none"> • Project website 'Contact us' page (https://www.westernrenewableslink.com.au/contact/) and online engagement room include information about translation services. • Fact sheets and guides published since November 2021 were updated and republished on the website on 16 June 2022 to include information on translation services on the back cover.

1.1.4. Principle 5: 'Employ respectful two-way communication

Table 5: Approach to communication and engagement principle 5 – WRL performance for reporting period

Principle 5	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Employ respectful two-way communication</p> <p>An electricity transmission company will communicate openly and honestly, and act respectfully and collaboratively with landowners and other parties interested in land affected by its proposed land access. Wherever possible, an electricity transmission company will incorporate landowner feedback into its decisions regarding proposed land access</p>	<ul style="list-style-type: none"> • Conduct all communication collaboratively, sensitively and respectfully. This includes formal correspondence with landowners. 	<ul style="list-style-type: none"> • AusNet's engagement approach is underpinned by four key values: understanding, openness, respect and responsiveness. WRL's engagement principles are framed by these values and guide both the design and delivery of communication and engagement activities. These can be found in the EES Consultation Plan as follows: <ul style="list-style-type: none"> o We will seek to identify benefits for the community or areas for improvement based on feedback from the community. o We will seek to understand the community in which we operate, who will be interested and why. o We will seek to understand the impact of our project on the community who will be impacted and how. o We will be open and transparent with all stakeholders. o We will be authentic in our dealings with stakeholders. o We will set clear expectations with stakeholders about what they can influence or provide input on. o We will treat all stakeholders with respect. o We will ensure our information is useful and accessible to stakeholders. o We will engage with stakeholders as early as possible

- We will communicate with and respond to stakeholders in a timely manner.
- We will ensure the information we provide is consistent and accurate.
- We will deliver what we say we will, when we say we will.
- In the landholder engagement process, Land Liaison Officers offer landholders:
 - The opportunity to ask questions and have project information explained.
 - As many meetings as required at places of the landholder's choosing (e.g. their property).
 - Access to subject matter experts if required to answer complicated questions (e.g. Design, Ecology, Fire, EMF, Engineering, Landscape and Visual, Agricultural).
 - Detailed information on, and the opportunity to discuss, land access requirements and process.
 - Meetings with valuation experts to understand the compensation and valuation process, including assessments of their properties with consideration of existing land uses.
 - Discussing specific locations of potential towers to minimise impacts on farming practices (referred to as micro-siting). This is a key input in the process before the design is finalised.
 - As part of the initial engagement with landholders, we specifically ask about other parties who may have an interest in the land (tenants, leasees). With the Landholder's consent, the LLO will also engage with them and include any of their requirements when accessing the land.
- Landholder land access letter templates are being updated to reflect ESC statement of expectations and undergoing review process.

● Ensure that anyone who engages with landowners from or on behalf of the electricity transmission company has training in appropriate and effective stakeholder engagement, including on the principles in this document

- WRL AusNet Stakeholder and Engagement staff trained in IAP2 engagement principles and techniques.
- Land Liaison Officers, security and field staff have undertaken 'Frontline Adaptive Communication Training' (formerly conflict and de-escalation training) to recognise and mitigate potential conflict situations in the field; record of training held by AusNet.
- ESC Statement of expectations training for all project field staff completed prior to Statement of Expectations coming into effect; record of training held by AusNet.

● Be flexible where practicable to reschedule appointments and land access activities if reasonably requested by the landowner

- Land Liaison Officers seek to negotiate agreeable appointment times for meetings or surveys with landholders.
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- | | |
|---|---|
| <ul style="list-style-type: none"> • Adapt the mode, method and points of access if appropriate, if reasonably requested by the landowner. | <ul style="list-style-type: none"> • A flexible approach in gaining access and access modes has been deployed. Where landholders have requested their preference, these are recorded in the voluntary access consent form, or if no voluntary access consent form is agreed, then conversations or instructions are recorded in project systems. |
| <ul style="list-style-type: none"> • For example, where it is possible without impacting project timelines, adjustments could be made to minimise harm when paddocks are wet, during critical days of seasonal production operations, or when a landowner is unavoidably absent from a property. | <ul style="list-style-type: none"> • Land Liaison Officers work with landholders on appropriate times to access properties to avoid sensitivities such as cropping, boggy ground conditions, lambing or where the landholders expresses a desire to be on site. These are recorded in the voluntary access consent form, or if no voluntary access consent form is agreed, then conversations or instructions are recorded in project systems and adhered to where reasonable and practicable. |
| <ul style="list-style-type: none"> • On request from a landowner an electricity transmission company should share the outcomes of its investigations with the landowner where appropriate and where able to do so. | <ul style="list-style-type: none"> • WRL provides a summary of survey results or can arrange for briefings with specialists following completion of survey works with the Landholder, where requested and appropriate. |
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1.2. Process of communication and engagement

Qualitative assessment of performance in relation to principles 6 – 14 can be found in the tables below.

1.2.1. Principle 6: 'Identify and contact those affected'

Table 6: Approach to communication and engagement principle 6 – WRL performance for reporting period

Principle 6	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Identify and contact those affected</p> <p>An electricity transmission company will make diligent and comprehensive efforts to identify and contact landowners and others likely to be directly affected by its proposed land access.</p>	<ul style="list-style-type: none"> • Contact the registered landowner of the property to be accessed. • Contact persons occupying the property to be accessed. • Implement reasonable fallback measures when contact is not achieved or acknowledged (for example, making enquiries with Local Government), in compliance with applicable privacy laws. 	<ul style="list-style-type: none"> • WRL's landholder engagement team undertake the following initial steps to identify and contact parties who hold an interest in land affected by the project: <ul style="list-style-type: none"> ○ Completion of land title searches to identify the current registered proprietor of the land. To ensure capture of change of ownership after a title search is completed, WRL subscribes to Land Use Victoria to obtain alert notifications of any title registrations. ○ Australian Securities and Investments Commission (ASIC) company searches completed to identify contact details for companies, including the registered office address and office holders. • Direct mail of an introductory letter is sent to all addresses identified through title and company searches. The introductory letter introduces the project, the dedicated Land Liaison Officer and offers a phone call or meeting to initiate project engagement. • The above process is followed to contact landholders and where possible people occupying the property. One of the first questions we ask landholders is whether there are any other parties with an interest who we should also be engage with. • WRL maintains records of landholder contact in project systems. • WRL's landholder engagement team undertakes a range of activities to identify and contact parties who hold an interest in land affected by the project. These activities include but are not limited to: <ul style="list-style-type: none"> ○ Request to Local Government Authority to forward correspondence to the address recorded for issue of council rates notices for the land ○ Attendance at properties ○ Delivery of correspondence to mailbox by hand ○ Door knock (subject to security and Covid protocols)

-
- Communication with neighbours and other locals to obtain contact details of landholders
 - Cross reference with attendees at community information sessions and other incoming communications to the project (e.g. phone enquiries).

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- Communication may be via registered mail where other attempts at contact have failed

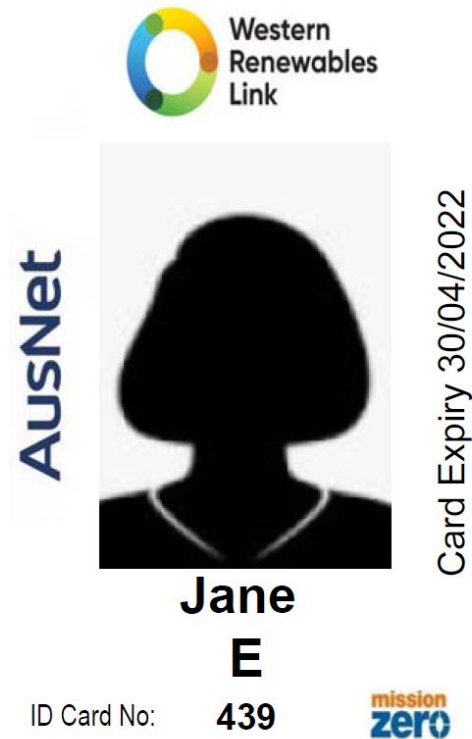
- If actions above are unsuccessful, then the WRL landholder engagement team will issue project correspondence via Registered or Express Post; Return to Sender process to review mail addresses in place
-

1.2.2. Principle 7: 'Provide identification on contact'

Table 7: Approach to communication and engagement principle 7 – WRL performance for reporting period


Principle 7	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Identify and contact those affected</p> <p>An electricity transmission company will ensure that anyone contacting landowners regarding land access (whether by phone or verbally in person) from or on behalf of the electricity transmission company, will clearly identify themselves and who they work for, and specify the purpose of the contact.</p> <p>The electricity transmission company need not disclose the full names of individuals acting for or on its behalf, provided that the individual has identification or written authorisation that a landowner can readily verify with the electricity transmission company.</p>	<ul style="list-style-type: none"> An electricity transmission company may implement a system that allows quick verification of credentials for authorised officers, rather than providing individuals' full details. 	<ul style="list-style-type: none"> Procedure is that all WRL personnel and Delivery Partners, contacting landholders via phone identify themselves. All WRL field staff (including contactor, consultants and partners) carry a project identification card that displays: <ul style="list-style-type: none"> Project identification number First name Photo identification Authorisation of section 93 (s93) of EI Act <p>Records of Project Identification Cards managed by WRL HSEQ Manager</p> Requirement to carry ID cards included in employee induction and reminders provided at daily field pre-start meetings.

Principle 7 – WRL project identification card example



The authorised bearer of this card is engaged to performs work(s) for AusNet Transmission Group Pty Ltd ("AusNet Services").

The bearer of this card is authorised by AusNet Services to exercise AusNet Services' powers under s.93 of the Electricity Industry Act 2000 (Vic).



Chad Hymas
Executive General Manager
Growth & Future Networks

To verify the card holder, please contact the AusNet Services Security Control - 1800 111 164 (24hrs)

If found, return to: Locked bag 14051 Melb City Mail Centre 8001

1.2.3. Principle 8: 'Outline access rights and obligations

Table 8: Approach to communication and engagement principle 8 – WRL performance for reporting period

Principle 8	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
Outline access rights and obligations	<ul style="list-style-type: none"> Direct stakeholders to this statement of Expectations and to related published information. 	<ul style="list-style-type: none"> Project website updated to provide a link to the ESC's website and Statement of Expectations (https://www.westernrenewableslink.com.au/community-and-landholders/ and in Landholder FAQs (https://www.westernrenewableslink.com.au/about/).

An electricity transmission company will provide information on the rights of landowners' and parties interested in land in relation to its land access, as well as the company's commitment to meeting the principles in this Statement of Expectations. An electricity transmission company will publish or provide a link to this Statement of Expectations on the electricity transmission company's website.

- Provide a simple description of:
 - the electricity transmission company's right to access land even without a landowner's consent, and its obligation to do as little harm as possible.
 - the entitlement to compensation if the electricity transmission company causes damage when exercising its rights to access land.
- AusNet and Landholder rights covered in the [Landholder Guide: Land Access, Easements and Compensation](#).
- Entitlements for compensation if WRL project is unable to remediate damage caused when accessing land are explained in the project website FAQs, in the [Landholder Guide: Land Access, Easements and Compensation](#), by Land Liaison Officers, and in Landholder correspondence land access letters.

1.2.4. Principle 9: 'Make clear when and why access is required'

Table 9: Approach to communication and engagement principle 9 – WRL performance for reporting period

Principle 9	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Make clear when and why access is required</p> <p>An electricity transmission company will provide such information as is reasonably necessary for a landowner to understand when and why proposed access to the landowner's property is required. An electricity transmission company will provide its best estimate of the duration of access and will also explain variables that may affect that duration. Agreed arrangements for access may be time and purpose limited.</p>	<ul style="list-style-type: none"> • Explain which stage of the transmission project lifecycle the proposed access relates to (that is for planning and investigations, construction, or for operation and maintenance of installed assets) 	<ul style="list-style-type: none"> • Landholder Guide: Land Access, Easements and Compensation provides description of the Project, the development phase and the EES. Additionally, there are dedicated fact sheets available on the project website: <ul style="list-style-type: none"> ○ Environment and Key project Approvals, June 2021 (Environment-and-key-project-approvals-June-2021.pdf) ○ Proposed Route Overview (Proposed-route-overview-November-2021.pdf) • Landholder land access engagement process and correspondence define stage of WRL project lifecycle.

<ul style="list-style-type: none"> • Explain the planned dates and times when access is sought, and any variables that may affect proposed timing and how these will be communicated 	<ul style="list-style-type: none"> • This is a point of discussion during Land Liaison Officer engagement; records of landholder engagement are held in project systems. • If via voluntary consent, the signed consent form documents the access timeframe. Each specific planned access date within the access timeframe will be discussed with the landholder and documented in the voluntary consent access form. • If via access under s93 of the Act, Landholder land access correspondence Notice to enter details planned dates and times when access is sought.
<ul style="list-style-type: none"> • the types of activities to be conducted on the land during access 	<ul style="list-style-type: none"> • This is a point of discussion of discussion during Land Liaison Officer engagement; records of landholder engagement are held in project systems • If via voluntary consent, each specific planned activity activities that will be conducted on the landholder's property will be discussed with the landholder and documented in the voluntary consent access form (template in Appendix A). • If via access under s93 of the Act, landholder land access correspondence Secondary request for consent and Notice to enter will provide information on the type, purpose and nature of activities to be conducted during land access.
<ul style="list-style-type: none"> • the purpose of access (for example, survey, physical investigation, photographs or works) 	<ul style="list-style-type: none"> • This is a point of discussion point of discussion during Land Liaison Officer engagement; records of landholder engagement are held in project systems. • If via voluntary consent, the specific type, purpose and nature of planned activity will be discussed with the landholder and documented in the voluntary consent access form. • If via access under s93 of the Act, landholder land access correspondence Secondary request for consent and Notice to enter will provide information on the type, purpose and nature of activities to be conducted during land access
<ul style="list-style-type: none"> • the nature of proposed investigations (for example, soil composition, groundwater, flora, fauna, indigenous sites) 	<ul style="list-style-type: none"> • This is a point of discussion during Land Liaison Officer engagement; records of landholder engagement are held in project systems • If via voluntary consent the specific type, purpose and nature of planned activity will be discussed with the landholder and documented in the voluntary consent access form. • If via access under s93 of the Act, landholder land access correspondence Secondary request for consent and Notice to enter will provide information on the type, purpose and nature of activities to be conducted during land access
<ul style="list-style-type: none"> • the specified area or areas of land which are requested to be 	<ul style="list-style-type: none"> • This is a point of discussion during Land Liaison Officer engagement; records of landholder engagement are held in project systems.

	<p>accessed (if this can be reasonably identified prior to gaining physical access).</p>	<ul style="list-style-type: none"> • If via voluntary access, then the specified area of activities will be discussed with the landholder when the specific planned activity and access date is available. These can be documented in the voluntary consent access form. • If via access under s93 of the Act, landholder land access correspondence Secondary request for consent and Notice to enter will specify the area of activity, if known.
	<ul style="list-style-type: none"> • the expected point or points of entry. 	<ul style="list-style-type: none"> • Point of discussion during Land Liaison Officer engagement; records of landholder engagement in project systems • If via voluntary access, point(s) of entry as advised by the landholder can be outlined in the voluntary access consent form. • If via access under s93 of the Act, the landholder can engage through the Land Liaison Officer to define suitable points of entry. The Land Liaison Officer will make contact on the day of entry to confirm suitable access points.

1.2.5. Principle 10: 'Explain the processes involved'

Table 10: Approach to communication and engagement principle 10 – WRL performance for reporting period

Principle 10	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Explain the processes involved</p> <p>An electricity transmission company will provide information on the processes and decisions relating to its proposed land access for a greenfield transmission project.</p>	<ul style="list-style-type: none"> • Provide timely information to help landowners and parties interested in land to understand the opportunities they have to participate in consultation on the project. This information should be provided in addition to the general information listed in principle 2. 	<ul style="list-style-type: none"> • Environmental Effects Statement (EES) Consultation Plan available on the project website in 'Consultation and Engagement' section of Community and Landholders webpage. (https://www.westernrenewableslink.com.au/community-and-landholders/) and on the DELWP EES project page (https://www.planning.vic.gov.au/environment-assessment/browse-projects/projects/western-victoria-transmission-network-project). It describes the important role that landholders and communities play in the EES process and opportunities to participate at each stage of the project. • The EES engagement phases, including opportunities for landholder and community input, are included on the project website (https://www.westernrenewableslink.com.au/planning-and-approvals/) diagram titled Environment Effects Statement engagement phases. This diagram is replicated in the Landholder Guide and used in stakeholder briefings. • At key project milestones or announcements, information on specific next steps for landholders and the community and consultation opportunities is provided. For example, November 2021 webinars were held, December 2021 in-person community information

sessions were held. Information on how landholders can participate was included in letters directly sent to landholders at the time the proposed route was released.

- More detailed information on how individuals can have their say on the project is included in project fact sheets and guides for example:
 - The Landholder Guide p.7
 - WVTNP Proposed route overview p.18
 - Transmission Corridors p.12
 - Corridors and the next steps in determining the final route fact sheet p.12
- Printed fact sheets and guides are provided to landholders by Land Liaison Officers and are made available at community sessions. In addition, our planning and approvals specialists have been available at all community sessions and will attend landholder meetings if requested.
- Community information sessions and webinars have been held throughout the project giving individuals the opportunity to ask questions and more recently to book face-to-face meetings directly with technical specialists working on the project. These opportunities are promoted via E-Update to registered project email subscribers and by advertising in local newspapers.
- Many of the community sessions, stakeholder meetings and webinars have been supported by a member of the DEWLP IAU who is available at these project events to answer questions about the process.
- Information on input and feedback collected is published every 6 months in the project Community Engagement Summary Reports (<https://www.westernrenewableslink.com.au/resource/>) select Publications/Reports. Similarly, p.5 of the Proposed Route Overview outlines a summary of community and stakeholder input to selection of the proposed route.

- Explain interactions of the access sought with environmental, planning and other relevant government processes.
- The project website planning and approvals page (<https://www.westernrenewableslink.com.au/planning-and-approvals/>) provides information about the EES, the Planning Scheme Amendment approval required, other State approvals required and the Commonwealth approval required under the Environment Protection and Biodiversity Conservation (EPBC) Act 1999, as well as interactions between the processes.
- The Environment and key project approval fact sheet provides similar information about the approvals required for the project. (<https://www.westernrenewableslink.com.au/assets/resources/Environment-and-key-project-approvals-June-2021.pdf>)
- The Land access for environmental and engineering studies fact sheet outlines why access to properties is needed for the approvals process

(https://www.westernrenewableslink.com.au/assets/resources/Fact-sheet-%E2%80%93-Land-access-for-environmental-and-engineering-studies-FA_R1.pdf).

- Landholder land access correspondence explain the reason why land access is required, for example for an EES study or to inform Cultural Heritage Management Plans.
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1.2.6. Principle 11: 'Commit to details on how access will occur'

Table 11: Approach to communication and engagement principle 11 – WRL performance for reporting period

Principle 11	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Commit to details on how access will occur</p> <p>An electricity transmission company will consult with landowners on access details and commit to how access will occur. Where possible, landowners' preferences will be taken into consideration.</p>	<ul style="list-style-type: none"> Identify and agree where possible with the landowner the dates, times and expected duration and mode of access. Identify key variables that may affect the proposed details. Identify what equipment will be brought onto the land and the purpose it will be used for. Identify how many people are expected to enter the land on behalf of the electricity transmission company, and which company or organisation they represent. 	<ul style="list-style-type: none"> WRL implements a voluntary access consent form to document or formalise access details (dates, times, expected duration and mode of access) with landholders (template in Appendix A). The landholder may sign a voluntary consent that details an extended access timeframe (e.g. 12 months). Specific access dates, times, expected duration and mode of access with the agreed timeframe are discussed with the landholder closer the specific planned activity. Landholder access preferences are followed also in cases where consent is later withdrawn and access conducted via s93. This is covered on page 14 Landholder Guide: Land Access, Easements and Compensation The Land Liaison Officer outlines the variables that may affect the proposed details such as weather and results of surveys. Updates can be provided to the landholder periodically throughout the works. If via voluntary access, equipment that will be brought onto the land, and its purpose, can be outlined in the voluntary access consent form (template in Appendix A). If this information is not available at the time the voluntary access consent form is signed it will be provided prior to each planned activity. If via s93 process, Landholder land access correspondence Letter 3 – Secondary request for consent and Letter 4 – Notice to Enter (Letter 1 – 4 templates being updated to reflect ESC SOE and undergoing review process. Templates provided in Appendix A are superseded) will specify equipment to be brought onto the land and its purpose. If via voluntary consent, the specific number of people expected to enter land will be discussed with the landholder as the information becomes available. At a minimum, this will be provided seven (7) days prior to the planned access date. If via s93 process, Landholder land access correspondence Letter 4 – Notice to Enter (Letter 1 – 4 templates being updated to reflect ESC SOE and undergoing review process. Templates provided in Appendix A are superseded) will detail how many people and their roles will be entering the property of the planned access date.

- Commit to minimising attendance where possible and appropriate, generally only with those personnel reasonably required to safely perform investigations or works.
- AusNet commits to minimising attendance for land accesses where possible, noting ensuring the workplace health and safety of AusNet staff and landholders is a priority.

1.2.7. Principle 12: 'Give reasonable notice of proposed access'

Table 12: Approach to communication and engagement principle 12 – WRL performance for reporting period

Principle 12	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Give reasonable notice of proposed access</p> <p>An electricity transmission company will ensure that notice periods and notice content (that is, providing details of activities) are reasonable. These must be proportionate both to the stage of the project, and to the potential impact of access on landowners and parties interested in the land.</p> <p>An electricity transmission company will establish and publish minimum notice periods for land access. Where practicable, notice periods and formats should reflect the landowner's preferences.</p>	<ul style="list-style-type: none"> • Seek agreement on reasonable notice periods for access that reflect land use and related timing requirements (for example, stages of crop growth, animal husbandry). • Establish a preferred protocol with landowners for providing adequate notice for access requests or 	<ul style="list-style-type: none"> • In mid-2021 the project team engaged with stakeholders on land access process and notification timelines to ensure it was 'reasonable'. Stakeholders included: <ul style="list-style-type: none"> o AEIC o DELWP and relevant Government Depts & regulators o Essential Services Commission (ESC) o Community Consultation Group (CCG) o Broader industry stakeholders o RAPS & First Peoples - State Relations (FP-SR) o Victorian Farmers Federation (offered) o Local businesses (e.g. McCains) o Local community & environmental groups • Where voluntary consent for access is in place, the landholder can specify, within reason, periods of access that suit their land use requirements. Landholders will be contacted minimum seven (7) days in advance (target is fourteen (14) days) of intent to access their property with relevant information about survey activities to be undertaken and to confirm. This timeline has been communicated broadly with landholders and stakeholders. • If access is via s93, AusNet will contact the relevant landholder and/or provide them with written notice minimum seven (7) days prior to accessing their property pursuant to s93 of the Act. • Landholder preferred communication preference for access requests is ascertained by their dedicated Land Liaison Officer and noted in project systems

changing of access requests (for example, email, phone call or letter).

- Landholders can update their communication preference by contacting their Land Liaison Officer via phone, email or text message this will be recorded in project systems.

1.2.8. Principle 13: 'Keep records'

Table 13: Approach to communication and engagement principle 13 – WRL performance for reporting period

Principle 13	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Keep records</p> <p>In accordance with electricity transmission licences, an electricity transmission company will maintain access related records of its contact with landowners and parties interested in land for a period of seven years.</p>	<ul style="list-style-type: none"> • Confirm in writing verbal communications pertaining to the manner of access with the landowner. 	<ul style="list-style-type: none"> • The land liaison officer will confirm all mutually agreed land access- related information with the landholder in writing. If the landholder wishes to sign a voluntary land access consent form, the access protocols can be documented in the consent form. At any time the landholder can request that the land liaison officer confirm in writing the mutually agreed access protocols. • All verbal communications regarding land access with landowners are recorded in internal project records. The Land team completes periodic audits of this system.
	<ul style="list-style-type: none"> • Document all communications regarding land access between electricity transmission company officers and landowners. 	<ul style="list-style-type: none"> • All communications regarding land access with landowners are recorded in project records
	<ul style="list-style-type: none"> • Make these communications available to the landowner in a timely fashion upon their request. 	<ul style="list-style-type: none"> • The Privacy Act gives people the right to request access to their personal information. The Project's website contains a form for people to request access to this information (Request for Access to Personal Information form), and sets out further information in relation to requests for access.

1.2.9. Principle 14: 'Maintain confidentiality and respect privacy'

Table 14: Approach to communication and engagement principle 14 – WRL performance for reporting period

Principle 14	ESC examples of actions by electricity transmission companies	WRL existing practice
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Maintain confidentiality and respect privacy

An electricity transmission company will ensure that it collects and maintains data strictly in accordance with privacy legislation.

- Apply privacy principles to access-related information collected. This includes only collecting and dealing with information in accordance with the Australian Privacy Principles as provided in the Privacy Act 1988 (Cth)
- Provide individuals with the right to correct their personal information if necessary.
- AusNet is committed to handling personal information in accordance with the Privacy Act 1988 (Cth) (Privacy Act). Information about how AusNet handles personal information is provided in the [AusNet Services Privacy Policy](#) which explains how AusNet collects, holds, uses and discloses personal information and complies with the requirements of the Privacy Act.
- Details of the Privacy Collection Statement that applies specifically to the WRL project can be viewed on the Project's website (<https://www.westernrenewableslink.com.au/privacy-policy/>)
- The Privacy Act gives people the right to request access to their personal information. The Project's website contains a form for people to request access to this information ([Request for Access to Personal Information form](#)), and sets out further information in relation to requests for access. AusNet commits to correcting personal information as per requests.

1.3. Managing impacts of access

Qualitative assessment of performance in relation to principles 15 – 20 can be found in the tables below.

1.3.1. Principle 15: 'Minimise impact on land and landowners'

Table 15: Approach to managing impacts of land access principle 15 - WRL performance for reporting period

Principle 15	ESC examples of actions by electricity transmission companies	WRL existing practice
<p>Minimise impact on land and landowners</p> <p>An electricity transmission company will take all reasonable measures to minimise the impact of its access on landowners and parties interested in land, and on the land itself.</p>	<ul style="list-style-type: none"> • Cause as little harm, inconvenience and damage as possible to the land, as well as to anything living on or growing on the land. 	<ul style="list-style-type: none"> • WRL is committed to minimising impacts to land that is accessed to complete surveys; landholder requests are documented in the voluntary access consent form • Where possible, Land Liaison Officers consult with landholders to determine their preferences regarding access: <ul style="list-style-type: none"> ◦ If a Landholder requests no vehicular access, we respect their preferences and complete the survey on foot. ◦ When vehicles are used, they are only driven on access tracks designated by the landholder. Vehicles are driven appropriately for the weather conditions, with respect of the Landholder and their property. • WRL has engaged a trained stock hand that is available to attend field work to ensure livestock are carefully managed; this is

This reflects the company's statutory obligations in section 93 of the Act to do as little damage as possible, and to make full compensation to the owner and all parties interested in the land for damages they sustain in consequence of the exercise of access powers under section 93 of the Act.

- AusNet consults with the Landholder 24 hours prior to access to ensure safe access and determine if anything has changed (i.e. weather conditions may have caused restrictions to access).
- Remain upon the land only for such a period as is reasonably necessary.
- Field work is coordinated to minimise any inconvenience or impact on landholders, with different types of surveys conducted simultaneously to limit the duration of works.
- Remove all plant, machinery, equipment, goods or buildings brought onto, or erected on, the land on completion of access (other than any of those things that the landowner or occupier agrees may be left on the land or which are required for the purpose of the access, such as equipment for animal surveys).
- WRL field work process dictates that no plant or equipment is left on private property without the consent of the landholder.
- Leave the land—as close as possible—in the condition in which it was immediately before the land was accessed.
- Our commitment regarding minimising impacts, restoration practices and compensation is outlined in Landholder land access letters (templates in Appendix A)
- If damage occurs when undertaking surveys/investigations, then the Project will remediate any areas that are damaged. Should any survey or investigation result in damage to a property that is unable to be remediated, then AusNet will compensate landholders for the non-remediated damage, provided a claim is made within 2 years of the activity being undertaken.
- Use best endeavours to cooperate with the landowner and land occupier.
- Refer to AusNet response to principle 5 (table 7) for information on WRL landholder engagement approach.

1.3.2. Principle 16: 'Meet expected work standards'

Table 16: Approach to managing impacts of land access principle 16 - WRL performance for reporting period

Principle 16	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
Meet expected work standards		<ul style="list-style-type: none"> • AusNet and its Delivery Partners are required to comply with all relevant Commonwealth, State and Local Government legislation including, but not limited to: <ul style="list-style-type: none"> ◦ Environmental Protection and Biodiversity Conservation (EPBC) Act (1999) (Comm)

An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient and effective manner.

- o Occupational Health and Safety Act (2004) (Vic)
- o Environmental Protection Act (2017) (Vic)
- o Land Acquisition and Compensation Act 1986 (Vic)
- o Electricity Safety (Bushfire Mitigation Duties) Regulations (2017) (Vic)
- o Electricity Safety (General) Regulations (2019) (Vic)
- o Electricity Industry Act (2000) (Vic)
- o Aboriginal Heritage Act (2006) (Vic)
- o Heritage Act (2017) (Vic)
- o Water Act (1989) (Vic)
- o Planning and Environment Act (1987) (Vic)
- o Road Management Act (2004) (Vic)
- AusNet has a Code of Conduct (04-005) that outlines appropriate behaviour and sets out AusNet’s approach to conducting business responsibly. The Code applies to all staff (directors, employees and Delivery Partners).

1.3.3. Principle 17: ‘Meet requirements for field-based employees and contractors accessing land’

Table 17: Approach to managing impacts of land access principle 17 - WRL performance for reporting period

Principle 17	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Meet requirements for field-based employees and contractors accessing land</p> <p>An electricity transmission company will require all persons entering or accessing land on its behalf to provide identification, if requested, on each entry. Such persons are expected to have the relevant skills, training and qualifications to undertake their allocated tasks. All persons must respect the landowner’s</p>	<ul style="list-style-type: none"> • Where practicable, ensure vehicles use existing roads, access points, tracks, designated work areas or set-down areas. • Where not practicable, liaise with landowners to determine the most appropriate paths of entry. 	<ul style="list-style-type: none"> • Land Liaison Officers discuss and negotiate with Landholders the most appropriate paths of entry, prior to entry and use mitigation measures to minimise the risk of damage to property. • Land Liaison Officers attend and lead site access or ensure site leaders are briefed on specific access requirements • Requirements are discussed during a field briefing pre-start meetings • Staff and contractors are required to leave all gates, fences and grids as they were found upon entry to the site. This is standard practice for our field teams unless instructed otherwise by the landholder. • As above

privacy, private assets and infrastructure. All gates, fences and grids are to be left as found, unless otherwise advised by the landowner, or where necessary and in accordance with good industry practice.

All reasonable measures to identify, avoid and mitigate risks must be observed, as well as compliance with this Statement of Expectations.

- Use risk mitigation measures. Specific examples for such measures are set out in principles 18 to 21.
- Refer to WRL risk mitigation practices documented in tables 22 to 25 (those corresponding to principles 18 to 21).
- The WRL team, including Delivery Partners, are required to undertake all relevant project inductions including 'Frontline Adaptive Communication Training' (previously known as conflict and de-escalation training), be issued with a Project Identification Card (to be provide to landholder upon request) and be set up in project safety systems.
- All delivery partners undertaking fieldwork have their own training matrix outlining the required skills, training and qualifications for each role undertaking fieldworks.

1.3.4. Principle 18: 'Implement environmental and biosecurity controls'

Table 18: Approach to managing impacts of land access principle 18 - WRL performance for reporting period

Principle 18	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Implement environmental and biosecurity controls</p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient and effective manner.</p>	<ul style="list-style-type: none"> • Implement systems to check for active biosecurity incidents or outbreaks in an area prior to accessing a property and comply with any statutory limitations on movements arising from such incidents or outbreaks. • Adopt 'come clean, leave clean' practices. 	<ul style="list-style-type: none"> • During the site investigation phase AusNet's Environmental Management Plan (SIP-EMP) details biosecurity management. • WRL AusNet field staff are required to adhere to Biosecurity Management procedure - EMS 21-89. • Delivery Partners have their own documented procedures detailing consideration of biosecurity risks. • Land Liaison Officers undergo in-house biosecurity training with some agents undergoing external training from Plant Health Australia. • All vehicles are clean and undergo a biosecurity wash prior to entry. This includes washing down all ground engaging parts with a biosecurity wash solution. The wheel arches, side boards, tail gates and bull bars/nudge bars (if fitted) are sprayed underneath. All personnel undertake a biosecurity boot wash prior to entry, by standing in a biosecurity wash solution. If the work party leave the property and intend to re-enter the property or enter another property, the biosecurity process is undertaken again.

- Observe biosecurity signage on properties.
- If there are specific Landholder biosecurity controls made clear to AusNet and its Delivery Partners, they are observed.
- Specific biosecurity procedures can be documented in the voluntary consent access agreement

1.3.5. Principle 19: 'Manage fire risks'

Table 19: Approach to managing impacts of land access principle 19 - WRL performance for reporting period

Principle 19	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Manage fire risks</p> <p>An electricity transmission company will take all reasonable measures to identify and mitigate fire risks associated with accessing and using land for transmission and will act in accordance with its own bushfire management plans.</p>		<ul style="list-style-type: none"> • WRL Site Investigation Phase – Environmental Management Plan (SIP-EMP) details bushfire management for the Project • AusNet bushfire management procedures must be followed by all employees and Delivery Partners including but not limited to: <ul style="list-style-type: none"> ○ BFM 10-01 Bushfire Mitigation Plan – Distribution ○ BFM 10-02 Bushfire Mitigation Plan – Transmission ○ BFM 10-02A Vehicle and Plant Check • All vehicles travelling off-road during the declared fire season must complete the BFM 10-02A Vehicle and Plant Check before the declared fire season to ensure compliance with the Bushfire Mitigation Plans. These vehicles must also carry minimum nominated fire equipment during the declared fire season (minimum – 9kg DCP extinguisher, 15L firefighting knapsack). • As part of the project’s development, AusNet engages and liaises with the appropriate fire management authorities. AusNet and its Delivery Partners must monitor fire warnings and total fire ban conditions during the declared fire season prior to departure to site. Conditions are communicated in the daily field pre-start meetings. • A specific task risk assessment is undertaken before beginning works in fire risk areas, including: <ul style="list-style-type: none"> ○ A risk assessment (e.g. JSA, SWMS etc.); ○ Mitigation of high and medium risks through the specification of controls and responses; and ○ Reassessment as site conditions change.

- All AusNet employees and Delivery Partners must complete the Bushfire Preparedness induction in Rapid Global before attending field works.

1.3.6. Principle 20: 'Manage COVID and other health risks'

Table 20: Approach to managing impacts of land access principle 20 - WRL performance for reporting period

Principle 20	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Manage COVID and other health risks</p> <p>An electricity transmission company will ensure that all its activities on the land are undertaken in accordance with all relevant Commonwealth, State and Local Government laws. These activities are to be conducted in a proper, efficient and effective manner.</p>		<ul style="list-style-type: none"> • For the WRL Project, AusNet and its Delivery Partners: <ul style="list-style-type: none"> ○ have a COVID-safe plan which is updated when State Government requirements change ○ undertake regular Rapid Antigen Testing before undertaking field works ○ employ social distancing when conducting field works ○ consider the number of personnel in a pool car and ensure adequate ventilation during trips ○ provide hand sanitiser and masks where required ○ report and isolate any COVID cases to minimise potential exposure ○ recommend all WRL personnel have flu vaccination ○ have fit for work policies, such as fatigue management and drug/alcohol policies ○ provide access to an Employee Assistance Program (EAP). • AusNet has the following procedure in place for WRL: <ul style="list-style-type: none"> ○ WVTNP-ANS-0000-POS-PR-0002 – COVID-19 management and testing process.

1.4. Managing complaints and disputes effectively and fairly

Qualitative assessment of performance in relation to principles 21 and 22 can be found in the tables below.

1.4.1. Principle 21: 'Implement effective complaint handling'

Table 21: Approach to managing complaints and disputes effectively and fairly principle 21 - WRL performance for reporting period

Principle 21	ESC examples of actions by electricity transmission companies	WRL performance for reporting period
<p>Implement effective complaint handling</p> <p>An electricity transmission company will implement effective complaint-handling processes and standards that meet current Australia and New Zealand standards for complaints handling. This process is to ensure honest, respectful, and timely responses to issues raised by landowners and parties interested in land affected by its land access.</p>	<ul style="list-style-type: none"> • Publish clear steps to follow and relevant persons to contact to escalate complaints, for people who have concerns or are not satisfied with an electricity transmission company's response or actions. Such steps may be: <ul style="list-style-type: none"> - Contact the designated land liaison officer (with contact details provided). - If not satisfied, escalate concerns to a complaint resolution team (with an email address provided). If a complaint cannot be resolved following further internal investigation, contact the Energy and Water Ombudsman Victoria (EWOV). 	<ul style="list-style-type: none"> • WRL Complaints and Dispute Management procedure (WVTNP-ANS-0000-PLA-PR-0003) was developed in association with AEMO, AEIC and EWOV in December 2021 and January 2022. Procedure complies with Australian Standard AS/NZS 10002-2014 'Customer Satisfaction – Guidelines for complaints handling in organisations'. • Landholders are encouraged to discuss and resolve disputes with their dedicated Land Liaison Officer. Landholders can request their complaint or dispute be escalated to a more senior officer. • WRL's website outlines how stakeholders can lodge a complaint (phone, email, post or via an online form). It also details our response timelines, escalation process and dispute resolution process. (https://www.westernrenewableslink.com.au/community-and-landholders/ Complaints and feedback) • The Landholder Guide: Land Access, Easements and Compensation provides information regarding the land access complaints process (refer page16). • AusNet is currently in discussion with EWOV to confirm the escalation process and timelines. Once confirmed, this will be communicated to landholders and communities in the WRL project area.

1.4.2. Principle 22: 'Offer dispute resolution'

Table 22: Approach to managing complaints and disputes effectively and fairly principle 22 - WRL performance for reporting period

Principle 22	ESC examples of actions by electricity transmission companies	WRL existing practice
<p>Offer dispute resolution</p> <p>An electricity transmission company will offer third party dispute resolution to landowners and parties interested in land affected by its land access. An electricity transmission company will provide landowners and parties interested in land affected by its land access with details of the Energy and Water Ombudsman Victoria (EWOV) scheme. An electricity transmission company is encouraged to include provision for third party dispute resolution in its negotiated access agreements.</p>	<ul style="list-style-type: none"> • EWOV may resolve disputes involving its electricity transmission company members. • Where statutory access does not meet reasonable expectations under this Statement of Expectations, landowners and parties interested in land may pursue dispute resolution through EWOV. • Where a voluntary access agreement is in place, parties should utilise any third-party dispute resolution body nominated under their agreement. 	<ul style="list-style-type: none"> • AusNet is a company member of EWOV and its dispute resolution processes are available to WRL • WRL maintains a Complaints and Dispute Management procedure (WVTNP-ANS-0000-PLA-PR-0003) which was developed in association with AEMO, AEIC and EWOV in December 2021 and January 2022. • Where WRL's land access processes do not meet the reasonable expectations set out in the Essential Services Commission's electricity transmission company land access Statement of Expectations, landholders and parties interested in land may pursue dispute resolution through EWOV • While not part of the escalation process, a number of other complaints mechanisms are available to landholders <ul style="list-style-type: none"> ○ For matters relating to the EES, landholders may raise their concerns with DELWP IAU ○ or specific disputes relating directly to the Regulatory Investment Test Transmission (RIT-T) or AEMO, landholders may raise their case with AEMO support Hub • The AEIC also offers receipt and referral of complaints from concerned community residents about wind farms, large-scale solar, energy storage facilities and new major transmission projects. (Australian Energy Infrastructure Commissioner (NWFC) (aeic.gov.au)) • Where Land Access related disputes are not able to be addressed directly by WRL in the first instance, Landholders may contact the AEIC as another dispute resolution option (Note the AEIC is currently in open dialogue with several Landholders who are opposed to allowing land access for WRL).