



# Communication Plan

## Waste Discharge Licence (WDL 174)

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McArthur River Mining Pty Ltd ABN 90 008 167 815

A GLENCORE COMPANY

## Overview

McArthur River Mining operates the McArthur River Mine and Bing Bong Loading Facility, both situated near Borroloola around 900km southeast of Darwin in the Northern Territory.

McArthur River Mining is committed to operating a safe and responsible manner and has well document policies and procedures for protecting the environment and meeting obligations as required under relevant National and Territory legislation.

The Northern Territory Department of Environment and Natural Resources issued Waste Discharge Licence (WDL) 174 to MRM on 28 April 2017. WDL 174 licences the discharge of wastewater from MLN 1121, 1122, 1123 and 1124 into the McArthur River and from MLN 1126 into marine waters at the Bing Bong Loading Facility. The licence specifies the need for a Communication Plan which outlines its **"strategy for communicating with members of the public who are likely to have a real interest in or be affected by" discharge from the site.**

## Method

Preparation of this Communication Plan entailed:

- Collecting and reviewing relevant information including
  - the demographic profile of the local community area to assist in determining the most relevant consultation techniques
  - researching past media reports to determine the tone of messages conveyed to the stakeholders via the media, the level of interest in the project and stakeholders involved
  - identifying issues and concerns raised by stakeholders on previous occasions and those likely to be raised in the future.
- Identifying information required for communication activities relating to the WDL.
- Identifying stakeholders that may be affected by discharge activities.
- Specifying the method and manner in which McArthur River Mining will communicate with WDL 174 regarding any unexpected, unforeseen or emergency events associated with discharge activities.
- Detailing protocols for communicating with stakeholders.

## Scope

This communication plan outlines how McArthur River Mining will communicate with stakeholders about on an ongoing basis as well as how communication would be achieved in the unlikely event of an unplanned discharge.

This document will be regularly reviewed and updated where necessary on a regular basis before the commencement of each wet season. In particular all contact details for individuals and organisations shall be reviewed.

## Responsibilities

The General Manager is responsible for implementing this plan and ensuring appropriate external and internal bodies are notified of environmental incidents.

McArthur River Mining is responsible for providing emergency response training, including the site Emergency Response Plan (stipulated in WDL 174), for both employees and contractors as part of compulsory induction training prior to being authorised to work on-site.

As part of the induction process employees and contractors must be made aware that all McArthur River employees and contractors are responsible for notifying all environmental incidents to their manager immediately and to participate in incident investigations to assist in determining the root cause and appropriate actions

## Planning

This communication plan will be incorporated into the McArthur River Mine Stakeholder Engagement Plan, which is prepared on an annual basis to guide all stakeholder engagement activities.

# Communication Plan

## Goals and Objectives

The overarching goal of the community engagement process is to promote a high level of confidence that McArthur River Mining is managing water and waste discharge in a responsible manner and in accordance with the requirements of WDL 174.

Key principles of community engagement and risk communication are incorporated in the development of the Plan which includes objectives to:

- Ensure the community and stakeholders are aware of and understand the protocols of WDL
- Clearly communicate actions being undertaken by MRM to protect the environment
- Build relationships with stakeholders through appropriate levels of engagement.

## Overview

Event	Activity	Stakeholders	Method
Grant of WDL	Broad communication advising that WDL has been granted and outlining what it entails	<ul style="list-style-type: none"> <li>• Traditional owners</li> <li>• Local community</li> <li>• Employees &amp; contractors</li> <li>• NGOs</li> <li>• NTG</li> <li>• NT EPA</li> <li>• Media</li> <li>• General public</li> </ul>	<ul style="list-style-type: none"> <li>• Memorandum Magazine</li> <li>• MRM Community App</li> <li>• Fact sheet</li> <li>• Website</li> <li>• Email</li> <li>• Open community meeting</li> <li>• Media release</li> <li>• Site signage</li> </ul>
On-going basis, but at least quarterly	Broad communication outlining environmental monitoring and activities	<ul style="list-style-type: none"> <li>• Local community</li> <li>• Employees &amp; contractors</li> <li>• NGOs</li> <li>• NTG</li> <li>• NT EPA</li> <li>• General public</li> </ul>	<ul style="list-style-type: none"> <li>• Memorandum Magazine</li> <li>• MRM Community App</li> <li>• Fact sheet</li> <li>• Website</li> <li>• Email</li> <li>• Open community meeting</li> <li>• Site signage</li> </ul>
Unplanned discharge	Advice that unplanned discharge has occurred	<ul style="list-style-type: none"> <li>• NTEPA</li> <li>• Traditional owners</li> <li>• Local community</li> <li>• Employees &amp; contractors</li> <li>• NGOs</li> <li>• Downstream landowners</li> </ul>	<ul style="list-style-type: none"> <li>• Telephone</li> <li>• Email</li> <li>• Face to face meetings</li> <li>• Fact sheet</li> <li>• Open community meeting</li> </ul>

## Trigger Events

McArthur River Mining has identified specific events that will trigger communication with stakeholders. There are:

- Grant of the WDL: On the granting of a WDL, McArthur River Mining will undertake broad communication among stakeholders, announcing that the WDL has been granted and explaining what it means.
- Ongoing communication: McArthur River Mining maintains regular communication with stakeholders about environmental monitoring and activities. This includes water quality reporting, fish studies, marine monitoring and flora and fauna studies. This communication happens on a regular basis and quarterly at minimum.

## Stakeholders

Traditional owners: including Traditional Owners and Jungai, as well as those who carry messages for the Traditional Owners.

Local community: those living and working in surrounding towns, communities, homelands and pastoral properties.

NGOs: including the Independent Monitor (IM), Environment Centre of the Northern Territory (ECNT), Northern Land Council (NLC), Northern Territory **Cattlemen's Association (NTCA)**, **Amateur Fishermen's Association** of the Northern Territory (AFANT) and Territory Natural Resource Management (TNRM).

Community Groups: including Mabunji, MAWA, Mungoorbada, Sea Rangers, **Roper Gulf Council, Women's Group, Alcohol Management Plan Boards** and partners in sponsorships and donations.

MRM Community Reference Group: A group of community members established by McArthur River Mining with representatives from the local community, business, Northern Land Council, Sea Rangers, Police, Health, Government and language groups. This quarterly meeting is open to all Gulf region residents.

Language Groups: Yanyuwa, Gurdanji, Garrawa and Mara.

Employees and contractors: including members of their families.

Northern Territory and Australian Governments: including Ministers and departments with both a direct and indirect interest in the mine.

General public: People living in the broader Northern Territory community as well as other Australians.

Media: Local, national and trade.

## Communication Methods

McArthur River Mining has established communication methods that will be activated to deliver this communication plan. These include:

**Memorandum Magazine:** A quarterly publication of McArthur River Mining that is widely distributed to the community and stakeholders

**MRM Community App:** A smartphone application that includes information about the mine and an instant messaging services

**Email:** Email distribution lists have been established for employees and contractors as well as stakeholder groups

**Open Community Meetings:** A public meeting open to all Gulf region residents is held in Borroloola on a quarterly basis.

**Fact Sheets:** These are produced on a regular basis on various topics and distributed via email, hard copy, website and the MRM Community App.

**Website:** [www.mcarthurrivermine.com.au](http://www.mcarthurrivermine.com.au)

**Media Release:** Issued as needed.

**Advertorials:** Regular updates published in the Northern Territory News.

**Traditional Owner engagement:** There is regular and ongoing engagement with TOs.

**Meetings:** **MRM's** General Manager and other managers meet with individuals on a regular basis.

**Community visits:** **MRM's** Senior Community Relations Advisor visits local communities on a regular basis.

**Site visits:** Site visits are conducted on a regular basis for the local community and interest groups.

**Signage:** Appropriate signage at public entrances to mine operations.

## Community Feedback

MRM takes its environmental obligations seriously, and is committed to transparent engagement with members of the local and regional community. MRM encourages local community members to contact the mine via the dedicated Information Line or via the '**Contact Us**' tab at <https://www.glencore.com.au/operations-and-projects/mcarthur-river-mine/contact> to raise any concerns.

MRM Information Telephone Line: 1800 211 573

MRM maintains a Complaints Register for complaints that are made by members of the public. Complaints are reviewed and where necessary corrective actions are identified and assigned to responsible department managers. The action taken is recorded and if no action is taken as a result of the complaint, a justification is documented.