



LIVINGSTONE BEEF PROCESSING FACILITY CONSULTATION AND COMMUNICATION PLAN

Context

The requirement to implement, maintain and follow a Consultation and Communication Plan is a condition of Australian Agricultural Company's (AACo) Environmental Protection License (EPL) for operation of the Livingstone Meat Processing Facility ('Livingstone Beef').

The Livingstone Beef is located on a 601ha site near Livingstone, NT. Prior to purchase and construction land use on the property focused on intensive rotational cattle grazing during the wetter seasons and then stock removal and growing of improved pastures for hay production later in the dry season. Land use surrounding the property includes the Stuart Highway and Adelaide to Darwin railway line, which form the eastern and northern boundary. A linear "Conservation Zone" (according to NT Planning Scheme), incorporating the former rail corridor lies along the western boundary. "Rural Living" and "Rural" blocks (2 ha and 8 ha blocks as specified under NT Planning Scheme) occupy most of the land on the southern and western sides of the property, and the land on the northern side of the railway line and Stuart Highway is used for farming and cattle-holding yards. Further downstream of the site, along Berry Creek, land use includes horticulture, tourist parks and other tourist attractions, the Berry Springs village, and Berry Springs Recreational Reserve, which is popular for swimming.

The facility operations have potential to produce noise, odour, dust and wastewater that may become a nuisance or concern to people, especially neighbours and downstream land-users.

The facility is licensed under the *Waste Management and Pollution Control Act* for the storage, treatment, recycling and disposal of animal effluent and residues. In accordance with the Environment Protection License (EPL 131) issued under the *WMPC Act* AACo's plans for environmental management and annual reporting on environmental performance are made available on a public register maintained by the NT Environment Protection Agency (NT EPA).

AACo's Environment Policy commits to responding to the environmental concerns of our customers and the communities in which we operate. In order to respond we need to know what those concerns are, and therefore we need a plan for how AACo will keep informed of stakeholder concerns as they evolve over time. The requirement to implement, maintain and follow a Consultation and Communication Plan is a condition of AACo's EPL for operation of the Livingstone Meat Processing Facility.

Scope

This scope of this plan is to provide for consultation and communication in relation to social / community impacts, environmental performance and regulatory (environmental) compliance of the Livingstone Meat Processing Facility.

Stakeholders

Stakeholders can be divided into people that may be directly impacted by the operation of the Livingstone Beef (i.e. our neighbours and downstream land users) and those that may be interested in the facility and how operations are managed (i.e. regulators, government agencies, environmental groups and the general public). The main stakeholders and their key issues / concerns are listed below:

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Impacted stakeholders	Key issues / concerns
Neighbours(Cornock RD residents)	Odour and noise emissions
Downstream land-users	Water quality

Interested stakeholders	Key issues / concerns
NT EPA	Compliance with EPL
Litchfield Shire Council	Community health and amenity, traffic safety, water quality, community services

Purpose

The purpose of this plan is to identify the tools that Livingstone Beef uses to inform, consult, engage and collaborate with our stakeholders. The plan also identifies the means by which our neighbours and other interested stakeholders can communicate with us on issues of concern to them.

By providing a range of methods for people to communicate with Livingstone Beef will build a level of trust and openness that will allow issues to be raised directly with AACo and resolved quickly.

The objectives that Livingstone Beef is seeking to achieve through this plan are listed below:

- Compliance with the conditions of EPL131.
- Stakeholders have access to current and accurate information about the facility operations, and feel well-informed about matters of concern to them
- AACo understands the information requirements, particular concerns and specific needs of our stakeholders
- AACo is a trusted company that is made aware of and is managing our stakeholder issues
- Our stakeholders feel that they can raise issues directly with Livingstone Beef staff and the company is able to change management practices to address issues as they emerge

Approach

Livingstone Beef uses the following tools to consult and communicate with our stakeholders:

24-hour Phone Line

The Plant Manager or delegate is contactable 24-hours a day, 7 days a week by mobile phone. The 24-hour 'Emergency Contact' number is maintained at all times by a staff member with appropriate authority and delegation to make decisions regarding response to environmental incidents. The 'Emergency Contact' number can also be used for real-time reporting of complaints, which allows AACo the scope to immediately investigate the cause of an issue and rectify where possible.

Contact details are provided to all neighbours and Community Reference Group members, and current details are recorded with the NT EPA in accordance with EPL Condition 2. Signage at the entrance to the Livingstone Beef Processing Facility also provides details of AACo's EPL and Emergency Contact Details.

Community Reference Group

A Community Reference Group chaired by the Plant Manager and with a membership of owners / residents of neighbouring properties meets once per month. The purpose of the group is to provide a forum for:

- stakeholders to raise issues / concerns in person with Plant management



- the Plant management to communicate actions being taken to address community issues.

The meeting agenda and frequency is driven by the committee members with the group tending to meet more frequently when issues / concerns are active.

Website

AACo maintains a website for the Livingstone Beef (<http://www.aaco.com.au/operations/beef-processing-facility/>). The website provides access to information about facility operations, employment opportunities, the environment and community engagement. The community engagement information for Livingstone Beef website provides access for the public to view community updates as well as frequently asked questions.

Facility tours – NT EPA and other key stakeholders

Facility tours are used as a way to work through stakeholder issues on the ground. The main purpose of facility tours is to provide stakeholders with accurate and relevant information about operations and to let them verify the current situation themselves. Facility tours are generally run by the Plant Manager or delegate who has an appropriate level of knowledge about site operations to brief the tour participants and to take feedback / questions.

AACo facilitates scheduled and unannounced visits by the NT EPA to monitor AACo's compliance with EPL131. The NT EPA may also attend site in response to stakeholder complaints.

Complaints register and handling process

Livingstone Beef maintains a complaints register that records the following information:

- Person who received complaint
- Person responsible for managing the complaint
- The date and time the complaint was reported
- The date and time of events that led to the complaint
- Contact details of the complainant
- The nature of the complaint
- The nature of events giving rise to the complaint
- Prevailing weather conditions
- Action taken, including follow-up contact with the complainant
- If no action was taken, why.

Any Livingstone Beef staff member who receives and or responds to a complaint is responsible for ensuring details are passed on to the facility Environmental Officer for recording in the Complaints Register and follow-up as required. A complaint cannot be closed until follow-up contact is made with the complainant to explain how the issue has been or is going to be addressed. Details of follow-up contact must be recorded in the Complaints Register.

Publication of environmental monitoring data

AACo undertakes a number of environmental monitoring programs to ensure compliance with the conditions of EPL131. The monitoring programs are summarised in the Livingstone Beef Processing Facility Operational Environment Management Plan.



Information collected through our monitoring programs is provided to the Community Reference Group on request and is made publically available in an Annual Monitoring Report submitted to the NT EPA. In accordance with EPL Condition 6 AACo provides copies of documents, monitoring data and other information to the NT EPA on request.

Review

This Plan will be reviewed on an annual basis or as deemed necessary in response to changing stakeholder needs. The following may be used to evaluate the plan and identify necessary changes:

- Direct feedback from stakeholders and the NT EPA
- Feedback from Livingstone Beef staff responsible for taking, recording and responding to complaints
- Number of complaints received
- External or regulatory interest in environmental performance