

ANNUAL COMMUNITY CONSULTATION REPORT

PETROLEUM EXPLORATION LICENCE NO.1



For reporting period 11 February 2023 to 10 February 2024

Licence Renewal Date: 12 April 2022

Licence Expiry Date: 12 April 2028

Licence Holders: Santos QNT Pty Ltd
Australian Coalbed Methane Pty Ltd

Project Operator: Santos QNT Pty Ltd

Report date: 11 April 2024

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1. Executive summary

Santos QNT Pty Ltd (Santos) is the Operator of the tenement, Petroleum Exploration Licence (PEL) No. 1, pursuant to agreement with Australian Coalbed Methane Pty Ltd. PEL 1 is located in northern NSW near the township of Gunnedah. PEL 1 was renewed for a term of six years on 12 April 2022, enabling Santos to continue exploration and appraisal activities in the region. As a component of the Narrabri Gas Project (Project) the tenement covers a contiguous area of approximately 3,924 square kilometres. Santos facilitates community engagement activities for the Project on a 'whole-of-project' basis, which includes Petroleum Production Lease Applications 13, 14, 15, 16, PELs 1, 12, 238, 427, Petroleum Assessment Lease 2 and Petroleum Production Lease 3.

This report specifically relates to the activities undertaken by Santos during the reporting period which is between 11 February 2023 to 10 February 2024.

In accordance with the requirements of the Environmental Planning and Assessment Act 1979 and the *Environmental Planning and Assessment Regulation 2021*, on 12 January 2023, Santos lodged with the NSW Resources Regulator an application to conduct exploration activities for assessable prospecting operations, PEL 1 – Kahlua Pilot Reactivation including a Review of Environmental Factors. The application was reviewed and approved by the NSW Resources Regulator on 15 March 2023. During the latter half of 2023, and in accordance with the approval, Santos undertook activities in the Kahlua area, a site located approximately 20km west of Gunnedah, within PEL 1. The site contained existing coal seam gas exploration infrastructure including four exploration wells, access tracks, water storage and gas flaring infrastructure. The works included some minor civil and construction works, followed by well workovers and appraisal operations.

A comprehensive Community Consultation Plan was developed to specifically address the requirements outlined in the Exploration code of practice: Community Consultation for the exploration activities in addition to the annual NSW Community Engagement Plan. The plans identify stakeholders, outline the risk-based assessment undertaken regarding the level of impact or benefit that activities may have on stakeholders and the community and identifies the appropriate engagement method and frequency to ensure best practice engagement outcomes are delivered.

The key objectives of Santos' ongoing community consultation are to:

- Build trust and strengthened relationships with stakeholders, decision-makers, supporters and opponents to maintain and improve Santos' social license to operate
- Inform and educate stakeholders about Santos' activities, impacts and benefits to the region through open, honest and transparent communications
- Provide access to subject matter and technical experts to improve stakeholder knowledge and understanding
- Maintain established processes to assist in managing and minimising the risk of conflict and to resolve issues as they arise
- Provide clear pathways for stakeholders to actively participate and to provide feedback
- Manage community enquiries, concerns and complaints through to resolution.

Santos is committed to maintaining a mature relationship with stakeholders in this licence area and to conducting engagement and consultation activities that provide stakeholders and community members with numerous opportunities to learn about, contribute to, provide feedback on and express concerns about Santos' activities.

2. Consultation activities

2.1 Community overview

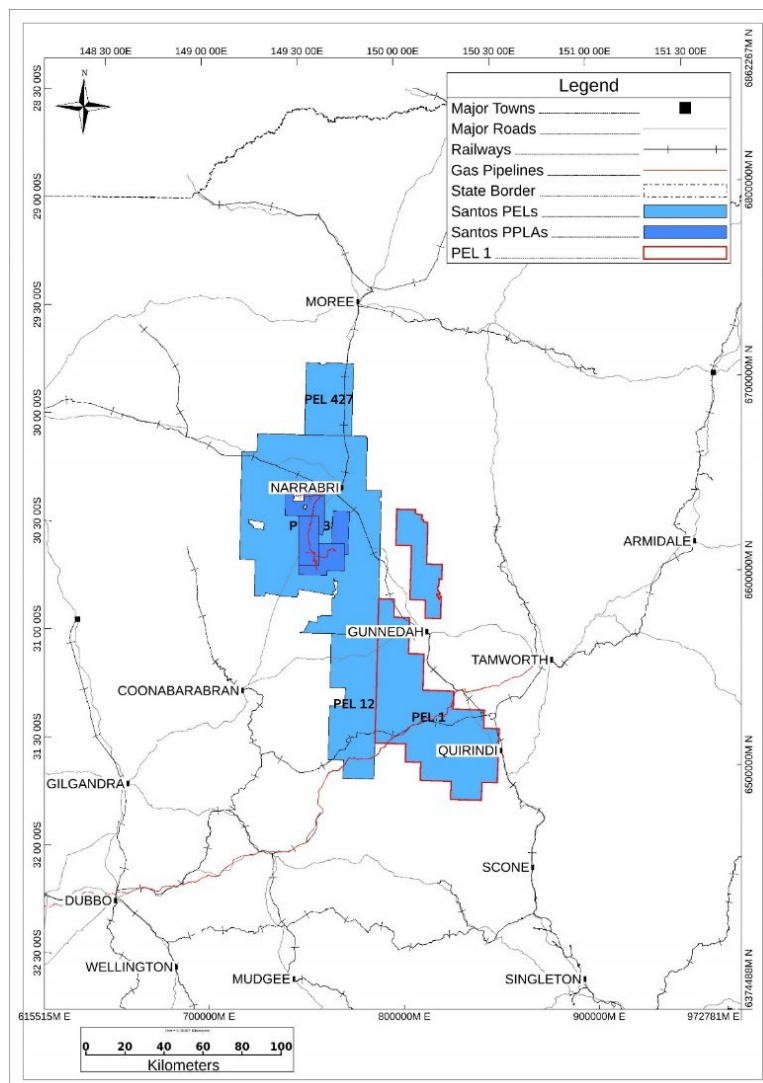
PEL 1 is located in northern NSW and is situated near the township of Gunnedah. The tenement covers a contiguous area of approximately 3,924 square kilometres. The smaller towns of Curlewis and Breeza are located within the PEL, and other nearby towns (but outside the PEL) include Quirindi, Mullaley, Boggabri and Werris Creek.

In addition to being within Parkes and New England Federal Government electoral boundaries, PEL 1 is also within the State Government electoral boundary of Tamworth, and the local government areas (LGAs) of Gunnedah, Liverpool Plains, Narrabri and Tamworth.

Gunnedah LGA covers an area of 4,494 square kilometres and is centred on the town of Gunnedah. According to the latest Australian Bureau of Statistics (ABS) data for 2021, the population of the Gunnedah LGA is approximately 12,929 people, with approximately 9,726 residing in the Gunnedah township.

According to the 2021 ABS data, coal mining is the largest employment category in the Gunnedah LGA, employing 751 individuals, accounting for 12.8 percent of the workforce. Several open-cut and underground coal mines operate within the Gunnedah and Narrabri Shires, with the majority of the residential workforce based in Gunnedah.

Figure 1: PEL 1 Location Map



2.2 Focus of community consultation activities

The focus of engagement in and around PEL 1 is to keep stakeholders informed of proposed activities within the licence area, Santos' activities more broadly in NSW and the natural gas industry in general. Santos staff ensure that any questions stakeholders may have regarding our activities are answered openly, honestly and within a timely manner. Santos also maintains regular communication with landholders and key stakeholders including government officials and elected representatives.

During the reporting period, Santos' ongoing community consultation and engagement activities focused on;

- Complying with the Exploration code of practice: Community Consultation and relevant approvals associated with the exploration work program
- Maintaining a variety of contact mechanisms including a generic email, information phone line and project website
- Providing information to stakeholders and the broader community about current and proposed activities
- Facilitating opportunities for interactions and providing pathways to provide feedback
- Being an active community participant through sponsorship and attendance at regional community events, field days and agricultural shows
- Strengthening relationships with landholders, key stakeholders and Aboriginal community members by consulting with relevant parties and increasing knowledge of the gas industry and Santos' work program in NSW
- Continued implementation of the Community Engagement Plan with initiatives relevant to the specific exploration program.

2.3 Consultation tools

An extensive range of consultation tools and activities have been used to conduct genuine and effective consultation with key stakeholders, landholders and the broader community. Santos uses a number of engagement approaches to address the different needs and requirements of various stakeholders, including the provision of information through the project website, media platforms, advertisements in regional newspapers, a community shopfront in Narrabri, site tours to active operational areas and information stands at agricultural shows and community events.

Table 1: Consultation tools

Consultation tools	Description of activity
Project contact information	A generic email address Energy.NSW@santos.com and contact telephone number are included on all printed material to ensure the community can seek information on PEL 1 work program activities and have a mechanism to provide feedback.
Website	Santos maintains a project website www.narrabrigasproject.com.au with current information, minutes from Community Consultative Committee (CCC) meetings and Advisory groups, environmental approvals and forthcoming activities.
Fact sheets	Fact sheets are available either via the website or from the community shopfront, to support consultation activities and to provide a detailed overview of activities undertaken within PEL 1.
Monthly activity updates	A monthly activity update for NSW is prepared and emailed to key stakeholders including government agencies, key industry and community organisations and interested subscribers provides an overview of current and future activities. It is also made available on the project website and an extract is printed in regional newspapers.
Media updates	Santos provides information through print media including advertisements and media releases on key announcements.

Consultation tools	Description of activity
Shopfront	Santos maintains a community shopfront in Narrabri that has printed information and displays designed to build awareness and understanding of project objectives and dedicated community staff available to answer stakeholder questions and receive feedback.
Community site tours	Community site tours are coordinated to provide access to stakeholder to operational sites including within PEL 1. Tours are facilitated upon request.
Community information sessions	Community information sessions are regularly scheduled which are open to the public to provide information and opportunity for potential issues to be raised and responses provided relating to specific activities that are proposed. These are advertised in local newspapers, in the monthly activities update and on the project website.
Face to face meetings	Regular meetings are scheduled with key stakeholders to provide information and an opportunity for potential issues to be raised and addressed.
Attendance at community events and agricultural shows	Santos attends local agricultural shows, AgQuip and other relevant community events to enable the community to engage directly with Santos staff, seek information on Santos' activities and provide feedback.
Community participation	Santos participates in relevant local groups and committees to ensure that current information is provided on Santos' activities and potential issues are identified and resolved.

2.4 Stakeholder identification and activities undertaken

In accordance with the Exploration code of practice: Community Consultation, stakeholders in PEL 1 have been identified using a risk-based assessment tool which examines the level of impact or benefit Santos' activities may potentially have on stakeholders and the community.

To ensure that changes in stakeholder needs and requirements are considered and incorporated into the Community Consultation Plan and delivery framework, the level of engagement and participation of stakeholders as well as their desired level of involvement are continuously monitored and re-evaluated.

PEL 1 stakeholders have been grouped according to their level of interest in the work program and the potential impact of exploration and appraisal activities. Stakeholder groups include but are not limited to:

- Local, State and Federal Government departments and elected representatives
- Industry groups and regional organisations
- Landholders
- Gomeri Native Title Applicant, Local Aboriginal Land Councils, and the local Aboriginal community
- Local community
- Community partners – recipients of funding via the Santos Community Investment program
- Local businesses, contractors and suppliers
- Media.

Santos maintains relationships and agreements with a number of landholders where previous activities have been undertaken, including the Kahlua site. Santos also continues to be an active participant, sponsor and exhibitor at regional community events, field days and agricultural shows. Attendance at these events provides stakeholders and community members with an opportunity to provide feedback and have access to senior technical and subject matter experts and factual information on proposed exploration and appraisal activities.

Santos is a participating member of the Gunnedah and District Chamber of Commerce and Industry and provides regular updates to the Chamber on our activities in the area and more broadly in NSW.

Site tours of Santos' Narrabri operations, and on occasion our existing operations at Kahlua, are hosted upon request for key stakeholders and groups. These tours can include technical staff from various disciplines including our engineering, environment and drilling and completions teams. Technical representatives address the specific interests of the stakeholder group by presenting information relevant to their area of expertise and answering questions that attendees may have in relation to Santos' activities.

Through this consultation, Santos can recognise and address community concerns early and ensure that identified community stakeholders are informed of the proposed schedule for executing any planned works for the licence.

3. Outcomes of consultation

There has been a comprehensive program of community engagement and consultation undertaken in relation to the PEL 1 activities during the reporting period. As Santos has been engaging with the community for many years, activities and associated tools for consultation are well entrenched. In addition, the relationship with existing stakeholders remains strong and awareness levels about Santos in directly impacted areas is high. Engagement initiatives and methodology are reviewed regularly to ensure that new stakeholders and emerging issues are identified early and can be incorporated into ongoing consultation strategies.

During the reporting period, on-ground project activity in PEL 1 has included routine activities associated with managing the existing PEL 1 pilot appraisal well and planning for future activities, including;

- Annual ecological monitoring activities and groundwater monitoring activities for Environmental Protection Licence compliance throughout the period,
- Seasonal ecological and cultural heritage surveys were undertaken to assist in planning future work activities, and
- Kahlua area activities.

As expected, the community was most interested in the Kahlua area activities. A number of enquiries were received in relation to the timing of activity commencement, what the activities would mean for future development, opportunities for employment with Santos; enquiries from private landholders in relation to opportunities for land access agreements, procurement and sales opportunities for businesses and contractors from the local and broader regional area.

A variety of methods were used to communicate project information to neighbouring landowners, the Gunnedah Shire Council and the local community, including written correspondence, emails, telephone calls, monthly activity updates, and placement of advertisements in the Gunnedah Times and the hosting of community information drop in sessions.

Additionally, meetings and site inspections were held with state government representatives, including representatives of regulatory agencies, as well as regularly meeting with local government staff and elected representatives. Liaison with contractors and local businesses was primarily facilitated through participation in Gunnedah & District Chamber of Commerce and industry meetings.

NSW Police, Local Land Services, State Emergency Service, Environment Protection Authority, and the Resources Regulator were engaged through face-to-face meetings and scheduled teleconferences.

The Gomeroi People's native title claim extends over the PEL 1 area and Santos has continued to ensure the Gomeroi native title applications (NT Applicants) are informed in relation to Santos' current and planned activities within PEL 1. Santos is also working to establish a constructive working relationship with Red Chief Local Aboriginal Land Council.

During the reporting period CSIRO led a survey through its Gas Industry Social and Environmental Research Alliance (GISERA). The study monitored changes in both community wellbeing and local attitudes to CSG development in the broader Narrabri Shire between 2017 and 2022. There were four main findings from the 2022 survey were that overall community wellbeing was robust and stable in the shire, overall social acceptance of CSG development increased in the shire between 2017 – 2022, both perceptions of community wellbeing and social licence factors differed between Narrabri and surrounds compared to the rest of the shire, both being more favourable around Narrabri, and residents' confidence in their knowledge about the local CSG industry improved, though more information and ongoing updates are needed.

GISERA researchers will continue monitoring community wellbeing and attitudes to local CSG development in the future.

Santos also has an annual Community Investment Program which provides sponsorships, grants and donations, staff volunteer activities, and equipment loans to local community groups, sporting organisations, schools, and not-for-profit organisations. During the reporting period, Santos contributed more than \$200,000, benefiting more than 50 local organisations across the region.

Highlights of the Community Investment Program for PEL 1 during the reporting period include:

- 2023 Wean Picnic Races
- 2023 Gunnedah Show
- 2023 AgQuip Field Days
- 2023 Gunnedah School Expo
- 2023 Major Sponsors of Gunnedah Physical Culture
- 2023 Gunnedah Christmas Carnival
- 2023/2024 Gunnedah Community Scholarship Fund.

Figure 2 - A summary of Santos' community engagement across the broader project area (including PEL 1) for 2023 calendar year

SANTOS IN THE COMMUNITY 2023



Over **\$10 million** spent locally within Narrabri and Gunnedah Shire



Entered into a **\$14.5 million** Voluntary Planning Agreement with Narrabri Shire Council



100 per cent of employees live and work locally



Hosted over **20** community information sessions



22 Narrabri Gas Project site tours conducted with over **120** attendees



Actively partnered with over **50** community groups and organisations providing financial and in-kind support



11 monthly Narrabri Gas Project updates received by **275 subscribers**

-200
shopfront visits

47,116
Narrabri Gas Project website visits

2023 SANTOS FESTIVAL OF RUGBY



Santos in partnership with QLD Reds and NSW Waratahs hosted the Santos Festival of Rugby in 2023 at the Narrabri Rugby Club

Over **3500** attended the event

Over **40** local contractors were engaged to provide services for the event

Over **\$800,000** in direct economic impact to the Narrabri Shire

The following table summarises the outcomes of the consultations conducted during the reporting period, the issues and opportunities identified during consultations with each stakeholder group and the outcome and effectiveness of these consultations.

Table 2: Outcome of consultation by stakeholder group

	Objective	Stakeholder group	Monthly activity (emailed directly to subscribers, on website or in newspaper)	Face-to-face meetings as required	Technical consultation	Project briefings	Field tours and inspections	Other activities	Matters identified
Local, State and Federal Government departments and elected representatives	Objective Consult with relevant agencies to progress the exploration and appraisal of PEL 1	Local government							Matters raised Kahlua Area Activities Narrabri Gas Project approval outcomes, progress and timing of project development Groundwater modelling, monitoring and management Produced water treatment and management strategy for by-product salts Industry coexistence with agriculture and existing land uses NSW Future of Gas Statement and outcomes
		Gunnedah Shire Council	▪	▪		▪			
	State government						Briefing of activities in NSW		
	Elected representatives		▪						
	NSW Environment Protection Authority		▪	▪		▪	Regular meetings in relation to regulatory activities		
	NSW Resources Regulator		▪	▪		▪	Regular meetings in relation to regulatory activities		
	Department of Regional NSW	▪	▪				Liaison with project officers in Mining, Exploration and Geoscience and Title Services for tenure administration		
Department of Planning, Housing and Infrastructure	▪	▪	▪			Liaison with project officers as landholders in PEL tenure as required (Lands Division, NPWS)			
NSW Department of Health	▪	▪							

	NSW Police Force	▪	▪		▪	▪	Santos desktop emergency training exercise participants Consultations associated with staff welfare and site security	PEL renewal process Future development on the Liverpool Plains
	Federal government Elected representatives		▪				Briefing of activities in NSW	
	Department of Industry, Science, Energy and Resources	▪			▪			
	CSIRO Gas Industry Social Environmental Research Alliance (GISERA)	▪			▪	▪		
<p>Outcomes and effectiveness</p> <ul style="list-style-type: none"> — Ensured relevant elected representatives and ministerial staff were given access to information on Santos' activities and opportunities to provide feedback and identify issues — Government was informed of activities and provided regular briefings to appropriate staff — Built awareness and understanding of the objectives and benefits — Face to face meetings and briefings are effective in relation to regulatory functions undertaken by various agencies — On-site inspections and field tours are effective for project familiarisation and site specific assessments locally — Consistent feedback from government visiting operational locations is that it is invaluable to them in understanding the activities being proposed within the regional and site context — There are mature relationships and established communication channels in place with government agencies and with a direct interest or regulatory role in project activities 								

Industry groups and regional organisations	Objective Consult with key stakeholders to progress the exploration and appraisal of PEL 1	Industry Groups Australian Energy Producers (AEP)	▪	▪	▪				Matters raised PEL 1 Bando Seismic Project and Kahlua Area Activities Narrabri Gas Project approval outcomes, progress and timing of project development Great Artesian Basin and protection of aquifers including water usage and volumes Future development on the Liverpool Plains Monitoring efforts and data NSW Future of Gas Statement and outcomes PEL renewal process
		Joint Venture Partner	▪	▪	▪				
	Raise awareness of PEL 1 exploration and appraisal activities, the Project and natural gas industry in NSW	Regional Organisations NSW Farmers Association (local representative)	▪	▪	▪				
	Provide an opportunity for engagement on specific areas of interest to their organisation	Namoi Water	▪				▪		
		Local Land Services North West	▪						
	Consult with members in relation to the management and mitigation of potential impacts relevant to the organisation and communicate project benefits	Cotton Australia	▪	▪		▪	▪	Representatives attended a tour of Santos Operations Centre in Brisbane	
		Upper Namoi Cotton Growers Association	▪				▪		
		Regional Development Australia - Northern Inland NSW	▪					Representative (through Narrabri Chamber of Commerce) on Narrabri CCC	

Outcomes and effectiveness

- Raised awareness of PEL 1 exploration program
- Engaged with stakeholders on specific areas of interest
- Responded to concerns regarding the management and mitigation of potential impacts
- Provided information and access to technical experts to address issues raised
- Implemented changes to activities to address issues raised where appropriate
- On-site inspections and field tours where possible have been effective for project officers understanding the regional and site context and to ask questions of technical experts
- The Narrabri Gas Project CCC is an effective forum for engagement between Government, Santos and the community
- Monthly activity updates distributed and read by industry group members, prompting follow up questions on occasion
- Santos staff continue to be available face to face, telephone and email and participate in corporate events

Landholders (direct, activity area, regional context and government)	Objective Consult with key stakeholders to progress the exploration and appraisal of PEL 1 Build landholder awareness and understanding of relevant project objectives and benefits Inform and actively engage landholders to ensure accurate, timely and relevant information is provided Provide technical information needed to understand the activities that we propose and provide updates on timing and scope of Santos' activities Build relationships with landholders to ensure Santos has a clear understanding of landholder issues and resolution of these issues Foster open and transparent dialogue between Santos and the agricultural communities in which we operate	Private landholders Landholders that host Santos activities on their property and with which Santos has an access agreement (for example, Exploration Land Access Agreement, easement, written consent to undertake environmental studies)	▪	▪	▪	▪	Written and verbal notification of survey, environmental investigations, and activities on their land Correspondence and fact sheet regarding proposed seismic and Kahlua activity.	Matters raised PEL 1 Bando Seismic Project and Kahlua Reactivation Project Narrabri Gas Project approval outcomes, progress and timing of project development Groundwater modelling, monitoring and management Produced water treatment and management strategies and opportunities to access treated produced water Local procurement and business opportunities Local employment opportunities Opportunities for negotiating land access agreements NSW Future of Gas Statement and outcomes PEL renewal process Future development on the Liverpool Plains
	Activity area: Landholders in the PEL 1 area	▪	▪	▪	▪	Written and verbal notification of survey, environmental investigations, and activities on their land Santos information stall at AgQuip August 2023 Correspondence and fact sheet regarding PEL 1 activity		
	Regional context: Landholders in PEL 1 or other tenements that Santos has in NSW	▪	▪	▪	▪	Engagement and consultation with landholders in the regional context has been undertaken through established industry representative bodies Information communicated through media outlets and other established communication channels Santos information stall at AgQuip August 2023		
	Government landholder Forestry Corporation of NSW	▪	▪	▪	▪	Written and verbal notification of survey, environmental investigations, and activities on their land		
	Gunnedah Shire Council	▪	▪	▪	▪	Meetings and presentations to Mayor, General Manager and councillors as required Meetings with project officers in relation to operational matters (e.g., roads, planning) Written notification of environmental surveys and investigations on Council administered land		

	DPE (Crown Lands)	▪					Written notification of environmental surveys and investigations on Crown Lands administered land
	Local Land Services North West	▪					Consultations with staff in relation to pest and weed management activities in regional area
	National Parks and Wildlife Service	▪					
<p>Outcomes and effectiveness</p> <ul style="list-style-type: none"> — Maintained relationships with landholders with whom we have access agreements and responded promptly to any concerns raised — Built relationships with landholders in the PEL 1 area and answered questions regarding Santos' activities — Provided technical experts to respond to issues raised by landholders — Provided updates on Santos' activities to landholders within PEL area including letters to landholders in relation to Kahlua area activities — Fostered open and transparent dialogue between Santos and landholders in activity areas — Provided opportunities for agricultural industry representatives to ask questions and raise matters relating to CSG — Regular telephone, text, email and face to face meetings with landholders that have agreements or a strong interest in project activities is very effective as landholders develop a personal relationship with land access staff — Face to face meetings and briefings, where possible have been undertaken to keep landholders informed in relation to specific activities being undertaken — Monthly activity updates are acknowledged as being relevant and informative 							

Local Aboriginal communities and Aboriginal Land Councils	<p>Objective</p> <p>Consult with key Aboriginal community members to assess the potential benefits and impacts associated with the exploration and appraisal activities in PEL 1</p> <p>Provide opportunities for Aboriginal community members ask questions and raise matters about project activity to ensure the community remains informed of activities</p> <p>Consult with the community to explore and promote opportunities for Aboriginal participation</p> <p>Continue to consult with the Gomeroi applicant group in relation to proposed activities</p>	<p>Red Chief Local Aboriginal Land Council</p>	<p>▪</p>	<p>▪</p>			<p>Provision of information relating to proposed exploration activity within PEL 1</p>	<p>Matters raised</p> <p>PEL 1 Kahlua Reactivation Project</p> <p>Narrabri Gas Project approval outcomes, progress and timing of project development</p> <p>Indigenous business development and employment opportunities</p> <p>The protection of Aboriginal cultural heritage</p> <p>Native Title negotiations</p> <p>NSW Future of Gas Statement and outcomes</p> <p>Narrabri Gas Project CCC and advisory group representation</p>
	<p>Gomeroi Native Title Applicants</p>	<p>▪</p>	<p>▪</p>			<p>Provision of information relating to proposed exploration activity within PEL 1</p> <p>Gomeroi Applicant Group has two representatives on Narrabri Gas Project Aboriginal Cultural Heritage Advisory Group</p> <p>Gomeroi Applicant Group can have up to four representatives on the Aboriginal Cultural Heritage Working Group. There are currently only two positions filled, Santos is seeking nominations for the additional two representatives</p>		
<p>Outcomes and effectiveness</p> <ul style="list-style-type: none"> – Provision of information relating to proposed work program in PEL 1 and negotiate a Native Title agreement where any proposed activity may impact on native title rights – Built awareness and understanding of Santos' NSW activities for members of LALC – Assisted the local Aboriginal community to access the potential benefits and impacts associated with the Santos activities – Face to face meetings and briefings are effective and well received in relation to specific activities being undertaken – Posts to social media, particularly Facebook are effective for providing information on activities occurring in the local area 								

Local community (including contractors, suppliers, clubs and community groups)	Objective Consult with local community to progress the exploration and appraisal of PEL 1 Build awareness and understanding of the project objectives Inform and actively engage the community to ensure accurate, timely and relevant information is available Seek community input to identify and address potential impacts and communicate benefits of the project Develop and contribute to community partnerships to ensure regional communities hosting Santos activities receive direct benefits	Clubs and community groups	▪	▪	▪	Santos shopfront in Narrabri with staff and resources available for information and to answer questions Santos community grant and sponsorship initiatives Community site tours and participation in community activities.	Matters raised PEL 1 Kahlua Reactivation Projects Narrabri Gas Project approval outcomes, progress and timing of project development
	General community	▪	▪	▪	Santos shopfront in Narrabri with staff and resources available for information and to answer questions Community information sessions which are advertised in local newspapers. Community site tours and participation in community activities	Local procurement and business opportunities Local employment opportunities Santos Community Investment Program and framework	
	Local business and contractors	▪	▪	▪	Consult with local businesses and contractors to progress the exploration and appraisal of PEL 1 Build awareness and understanding of project objectives and benefits within the business community Inform and actively engage vendors and service providers to ensure accurate, timely and relevant information is available Provide procurement opportunities for local businesses and vendors Enable regional communities hosting Santos activities opportunities for direct economic benefits		
	Outcomes and effectiveness <ul style="list-style-type: none"> — Built awareness and understanding of activity objectives and benefits within the community — Provided accurate, timely and relevant information on activities Santos is undertaking, or proposing to undertake — Provided technical information that the community requested to understand activities occurring — Provided multiple opportunities for the community and Santos to proactively discuss, identify and resolve issues — Positive community response to Project approval, announcement of Government commitment to future gas industry in NSW through the <i>Strategic Opportunities for Gas in Regional NSW and Future of Gas Statement</i> — The shopfront in Narrabri is available to members of the public seeking information on project activities — Feedback on community site tours was positive — Santos' contribution as a sponsor and supporter of community initiatives helps to promote and maintain a knowledge of project activities and reinforces that Santos is an active community participant including assisting in times of need — Monthly activity updates provide information to stakeholders who have an indirect interest in project activities 						

Media	<p>Objective</p> <p>Use media channels to build awareness and understanding of project objectives and benefits within the community</p>	<p>Print media</p> <p>Regional newspapers</p>	.					<p>Activity notifications</p> <p>Respond to media enquiries</p> <p>Issue media releases regarding significant events or announcements</p>	<p>Matters raised</p> <p>Kahlua Reactivation Project including responses raised by stakeholder opposed to the project</p>
	<p>Inform the community to ensure accurate, timely and relevant information is available</p>	<p>Social media</p> <p>Facebook</p> <p>Twitter</p> <p>Instagram</p> <p>Web</p>	.					<p>Promotion of community activities and events</p> <p>Industry news</p> <p>Website updates with environmental approvals and current information</p> <p>Narrabri Gas Project CCC minutes and presentations on website</p> <p>Narrabri Gas Project Advisory Group/s minutes and presentation on website</p>	<p>Narrabri Gas Project approval outcomes, progress and timing of project development</p> <p>NSW gas industry and market predictions</p> <p>Land use conflict and industry co-existence with agriculture</p> <p>PEL renewal process and timing with NSW Government</p>
	<p>Enhance the level of project knowledge among community members</p> <p>Build Santos brand recognition within the community</p>								
<p>Outcomes and effectiveness</p> <ul style="list-style-type: none"> — Provided journalists and other media representatives with technically accurate information on activities being undertaken to assist with accurate reporting — Responded to queries or issues raised about activities — Provided information and responses to enquiries in relation to topical matters including PEL renewal process, <i>Future of Gas Statement</i> and the Narrabri Special Activation Precinct 									

4. Proposed future consultation

Santos will continue to consult with key stakeholders and members of the community within PEL 1 in accordance with the licence approval. The Community Consultation Plan will continue to guide the effective and timely implementation of consultation activities, in accordance with its objectives. The activities undertaken will be reviewed and adjusted regularly over time to reflect emerging stakeholders, issues, impacts, project benefits and additional knowledge gained through consultation activities.

Santos will continue to execute community engagement initiatives by utilising established methods that have proven to be highly effective during the reporting period.

Table 4: Proposed future consultation activities

Consultation activity	Frequency
Face to face meetings	Regular face to face meetings will be held with key stakeholders relevant to their level of interest in activities
Community site tours	Site tours will be provided upon request from interested community groups and other stakeholders
Community information drop in sessions	Santos will continue to hold community information drop in sessions specific to proposed activities
Landholder engagement	Santos will continue to engage with landholders specific to proposed activities including notifications on timing and the provision of factsheets
Website	The website will be maintained and updated with current information
Brochures and fact sheets	Brochures and fact sheets will be reviewed and updated New publications will be produced as required
Monthly activity updates	Monthly activity updates will be prepared and emailed to key stakeholders and subscribers, including NGP CCC members to disseminate to members of their respective organisations Updates will be available on the website and an extract printed in regional newspapers
Media and social media updates	Advertisements and media releases on key announcements will continue Santos' social media pages will provide information on initiatives and project milestones
Santos shopfront	The Narrabri Shopfront will have dedicated staff available to answer questions, receive feedback Printed information and displays will also be available
Attendance at community events and agricultural shows	Santos will attend local agricultural shows, AgQuip, and other relevant community events
Community participation	Santos will continue to participate in relevant local groups and committees

5. Complaints and enquiries

5.1 Enquiries received

Santos has implemented extensive consultation and engagement processes for its activities within PEL 1 and as a result, many enquiries regarding our activities and the natural gas industry as a whole were received.

All enquiries were answered promptly and recorded in Santos' Stakeholder Relationship Management system (SRM). For common questions, a comprehensive response will be prepared so that future inquiries can be answered via frequently asked question factsheets or addressed through publicly available information on our website or at the

community shopfront. Where appropriate, matters that attract significant interest and/or recurrent questions will be introduced as topics of discussion via the Narrabri Gas Project CCC and advisory groups.

Table 5: Enquiries received and action taken

Key theme	Topic	Summary	Stakeholder				Action taken/response
			Community	Government	Industry	Landholders	
Business and employment opportunities	Supporting local business	<p>What things are in place to support buying locally?</p> <p>Will Santos help business to be able to meet procurement requirements?</p>	▪		▪		<p>Santos has and continues to support the local community.</p> <p>Santos has a Local Industry and Indigenous Participation policy and became a signatory to the Business Council of Australia's Australian Supplier Payment Code for small businesses and gives preference to tenderers that maximise local content in both labour and materials.</p> <p>Monthly activity update distributed to inform the local community and business of current and future opportunities.</p>
Social Responsibility	Sponsorship	Will Santos support local clubs and groups?	▪			▪	Santos will continue to work in partnership with the local community through sponsoring, supporting and participating in community events and activities where possible.
Environmental Studies	Kahlua Area Activities	Request for information on baseline water studies	▪	▪		▪	Referred to information contained in the Review of Environment Factors

5.2 Complaints received and action taken

Santos takes complaints received from members of the community very seriously and has a complaints procedure for reporting, managing, and resolving complaints. Where appropriate, a case manager will refer the complaint to the appropriate regulatory authority and will work with the complainant in a timely manner to resolve the matter where possible.

During the reporting period, one complaint was received.

Date received	Method	Location	Nature of Complaint	Action taken
13 December 2023	Email via the CCC	PEL1	Complaint received in relation to the accuracy of the CCC meeting attendance records included in the Annual Community Consultation Report for PEL1 and the appropriateness of redacting the author's name from the report.	Meeting attendance discrepancies were acknowledged, amended within the report and resubmitted to the Department of Regional NSW. The author's name will remain redacted in accordance with privacy protocol. The outcome of the investigation undertaken by the NSW Resources Regulator concluded that Santos had not contravened section 125D or

Date received	Method	Location	Nature of Complaint	Action taken
				condition 2 of the Act. No further action required.

The Environmental Protection Authority (EPA) is the lead regulator responsible for compliance and enforcement of all conditions of approval for onshore gas activities in NSW, excluding workplace health and safety issues. EPA is required by law to maintain several public registers that provide information about environmental protection measures and regulatory actions. The registers are available on the EPA website and there are no recorded actions relating to Santos during the reporting period.

The website for the Narrabri Gas Project, located at www.narrabrigasproject.com.au, provides comprehensive information on how to lodge complaints related to Santos' activities which can be submitted through multiple channels. For further information please visit <https://narrabrigasproject.com.au/contact/complaints-line/>.