

<h2 style="margin: 0;">STANDARD OPERATING PROCEDURE</h2> <h3 style="margin: 0;">SP02</h3> <h2 style="margin: 0;">COMMUNITY, CONSULTATION &amp; COMPLIANTS</h2>
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ENVIRONMENTAL RISK ACTION PLAN	
Community Relations, Stakeholder Consultation and Complaint Response	
Objective	<ul style="list-style-type: none"> <li>To comply with contractual and legislative requirements in relation to the community relations and complaints handling on the various project sites</li> </ul>
Legal, Contractual & Other Requirements	<ul style="list-style-type: none"> <li>Contract Specification</li> </ul>
Targets	<ul style="list-style-type: none"> <li>Zero verifiable complaints relating to construction activities.</li> <li>Keep the local community and adjacent residents / tenants adequately informed of construction activities.</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>Site Supervisors are required to ensure that the requirements of this standard operating procedure are implemented</li> <li>Subcontractors are required to ensure that the requirements of this standard operating procedure are implemented for their operations and activities.</li> <li>The Project Manager is responsible for providing updates on the status of the project to the relevant stakeholders.</li> </ul>
Controls (means & resources)	<ul style="list-style-type: none"> <li>A letterbox drop will be issued to all adjacent residents / tenants etc if required by the client representative and relevant stakeholders, outlining project details and program activities which may affect them.</li> <li>All communications, complaints or enquiries from the client or adjacent community shall be directed to the Project Manager.</li> <li>The client's representative is to be kept informed of the progress of design and construction activities.</li> <li>Stakeholders' consultation is required for site planning, site constraints, access requirements, final designs and the construction program.</li> <li>Stakeholder consultation shall include general correspondence such as email notifications, site meetings and similar communications. Details of the stakeholder consultation shall be retained in the project files.</li> <li>Minutes from site meetings must be recorded and distributed to the concerned parties if required.</li> <li>During construction, brief status reports shall be prepared on a monthly basis, covering issues relevant to the current construction works.</li> <li>Complaints and enquiries shall be recorded on form Environmental Incident and Complaint Report Doc No: ENV026 and shall be added to the Incident / Accident Register Doc No: OHS052.</li> <li>A verbal response shall be provided initially to the complainant regarding what the investigation of the complaint and if any action is proposed immediately.</li> <li>A detailed response is to be provided to the complainant within seven (7) calendar days, outlining (but not limited to) the reason for the problem and the remedial action that has been taken.</li> </ul>

## Proline Building Commercial Pty Ltd

<b>ENVIRONMENTAL RISK ACTION PLAN</b>	
<b>Community Relations, Stakeholder Consultation and Complaint Response</b>	
	<ul style="list-style-type: none"> <li>• Written notification is to be provided to the Client's Representative within 5 days of receipt of the complaint.</li> <li>• Provide notification to the nearest affected residents, via the Client's Representative, for any proposed works outside of normal construction hours.</li> <li>• All media inquiries regarding Proline or the Project must be directed to the General Manager &amp; Managing Director.</li> <li>• Media inquiries received by Proline will be immediately communicated to the Client's Representative via the General Manager or Managing Director.</li> </ul>
Timeframe	<ul style="list-style-type: none"> <li>• Duration of site works.</li> </ul>
Monitoring & Reporting	<ul style="list-style-type: none"> <li>• Weekly inspections to be recorded on the Daily Site Safety Checklist Doc No: OHS013.14</li> <li>• Complaints to be recorded on form Environmental Incident and Complaint Report ENV026.</li> <li>• A register Incident / Accident Register Doc No: OHS052 will be maintained for all incidents or complaints.</li> <li>• Monthly project status briefs to be provided to the clients representative and stakeholders if required under the contract.</li> </ul>
Review & Evaluation	<ul style="list-style-type: none"> <li>• In order to ensure this procedure remains effective, it will be reviewed by Senior Management on an annual basis or in the event of a major environmental incident, changes in legislation or if raised by workers concern/s.</li> </ul>

### Version Control

<b>Date</b>	<b>Version</b>	<b>Owner</b>	<b>Comments</b>
29.03.11	1	Michelle Murphy	For Issue
23.12.13	2	Michelle Murphy	Management Review
18.05.15	3	Michelle Murphy	Management Review
20.08.18	5	Michelle Murphy	ISO Accreditation Review
09.09.19	6	Michelle Murphy	Management Review
03.02.22	7	Michelle Murphy	Management Review
13.12.24	8	Michelle Murphy	Management Review