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## 1 SCOPE

This Monitoring Program (MP) describes the social monitoring activities to be undertaken by BHP Billiton Olympic Dam Corporation Pty Ltd (ODC) for the purposes of measuring social effects arising from the current operations of Olympic Dam (State 17a) and assessing the performance of control measures used to limit negative impacts and maximise benefits.

This MP addresses a number of distinct elements of social monitoring. For each element, the MP sets out some background information, the purpose of the monitoring and the deliverables which are produced as a result of the monitoring. The MP also includes a description of the methods for measuring achievement of **compliance criteria** and the movement of trends towards **leading indicators** (where applicable). The MP considers both positive and negative social effects, focusing on those social effects that are within ODC's control and authority to manage, and/or the contribution that ODC will make to collaboratively achieve desired social outcomes as they relate to (State 17a):

- community relations;
- employment, training and business benefit;
- housing supply and affordability; and
- social character, amenity and well-being.

This MP covers effects on the local communities of Roxby Downs, Andamooka and Woomera. Over time, the MP may be extended to include other regional communities, including Port Augusta and Whyalla and other stakeholders where they are directly affected by activities at Olympic Dam.

It is recognised that responsibility for some social matters lies outside of the authority of ODC, and therefore cannot be directly managed or controlled by ODC. ODC would make all reasonable effort to reactivate the previously established Social Management Partnership, and would collaboratively prepare and implement a Joint Social Plan, in consultation with the South Australian Government and other key stakeholders (State 15 and 16), after the Variation Date (as defined in the Amendment Act). This would include a range of measures to be implemented by ODC, the State Government and other stakeholders to manage social well-being within Roxby Downs and other affected communities, and may include additional indicators to measure and monitor community health and social well-being.

This MP accords with BHP Billiton corporate requirements, which require ODC to evaluate the positive and negative impacts of its operations on communities.

### 1.1 Responsible ODC personnel

The Olympic Dam Asset President is responsible for ensuring that all legal and other requirements described in this MP are met.

ODC employs community relations advisors and sufficient other staff with experience and qualifications to fulfil the requirements of this MP.

### 1.2 Review and modification

This MP is reviewed annually. Major changes or amendments following the annual review are documented in Appendix A (see section 5) of this MP.

## **2 DETAILED PROCEDURE**

### **2.1 Community relations**

#### **2.1.1 Background**

A key outcome ODC seeks at Olympic Dam is to ensure that the communities in which ODC operates value their relationship with ODC. ODC is engaged in regular communication and dialogue with stakeholders, and endeavours to track all community concerns and addresses, as far as reasonably practical, all legitimate complaints. This also provides an early warning of emerging issues that ODC needs to address.

Perceptions of ODC in communities that are most affected by activities at Olympic Dam can provide a measure of community relations. Questions about the extent to which residents in Roxby Downs, Andamooka and Woomera trust ODC and other organisations to act in their best interests are asked as part of ODC's Olympic Dam triennial community perceptions survey.

#### **2.1.2 Purpose**

To monitor and report on community relations, including community complaints and suggestions.

#### **2.1.3 Deliverable(s)**

- Updated list of key stakeholders, their interests in the current operation and expansion of Olympic Dam and engagement methods.
- Data showing the number and type of complaints reported to ODC about the current operations and expansion of Olympic Dam, and the actions taken to address them.
- A description of the extent to which residents in Roxby Downs, Andamooka and Woomera trust ODC to act in their best interests (calculated triennially).

(State 14i, 17ki, 17kii, 17kiv)

#### **2.1.4 Method**

A corporate data management system is used to record and track stakeholder engagement. Data is extracted from this system to identify key stakeholders, their interests in Olympic Dam and engagement methods. Outcomes of stakeholder communication and engagement are measured via community complaints and trust in ODC (State 14i). The baseline for reporting on stakeholder engagement is 2012 (State 17kv).

Members of the community can register complaints via a telephone call, e-mail, in person or in writing. These complaints are recorded in a complaints management system and dealt with in accordance with the relevant complaints and grievance procedure (State 14h). This includes complaints that are communicated directly to ODC employees or are received indirectly via contractors engaged to work on behalf of ODC. The process endeavours to ensure that all stakeholder engagement and community complaints are tracked and reported internally through a corporate action tracking system in compliance with ODC's corporate requirements.

Data is extracted from the complaints management system to calculate the number and type of complaints that have been received during the year.

ODC undertakes a triennial community perception survey of residents in Roxby Downs, Woomera and Andamooka. Data from this survey is used to calculate the percentage of respondents in these local communities who trust ODC to act in their best interests. The 2011 survey (Centre for Social Responsibility in Mining 2011) forms the baseline for monitoring purposes (State 17kv).

## 2.2 Employment and training

### 2.2.1 Background

ODC employs approximately 2,580 people, including positions filled by agency contractors; this includes approximately 1,915 employees at Olympic Dam and a further 55 people on fixed term contracts (December 2012). (The number of contractors is based on the site access system (Suresite)), which tracks the number of people who have an active card on site in the preceding month).

Of the employees based on-site at Olympic Dam, around 63 per cent live locally in Roxby Downs, Andamooka and Woomera, and 37 per cent are long-distance commuters (LDCs) – either on a fly-in/fly-out or drive-in/drive-out basis.

The provisions of the **Indenture** require ODC, as far as it is reasonable and economically practicable to do so, to use services and labour that is available within South Australia.

The **Amended Indenture**, should that come into effect at some future time, would require ODC to prepare an Industry and Workforce Participation Plan, describing its strategies and plans to maximise opportunities for local industry, diversify its workforce and expand its use of local service providers, including opportunities for employment and workforce development, especially for young people and Aboriginal people. ODC would also be required to report annually on the outcomes of the implementation of that Plan (State 14f).

ODC has also committed to preparing an Employment, Training and Business Development Strategy as part of the Olympic Dam Agreement. This is aimed at increasing opportunities for Aboriginal employment and business development at Olympic Dam, which will build on the existing Olympic Dam Indigenous Participation Program.

Information on the workforce profile and LDC workforce is also used to inform planning for services and accommodation at Roxby Downs.

### 2.2.2 Purpose

To monitor and report on the profile of the workforce at Olympic Dam.

### 2.2.3 Deliverable(s)

An annually calculated profile of the workforce at Olympic Dam (employees, direct hires and agency contractors), including data in relation to the following:

- the total number of positions (Olympic Dam and Adelaide);
- the total number of contractors on-site at Olympic Dam;
- the number of new positions (retrospectively calculated);
- the number and percentage of positions filled by Aboriginal people (self-reported);
- the number and percentage of positions filled by women;
- the number and percentage of positions by age cohort;
- the number and percentage of positions by functional area (including Mine, Services, Surface, Human Resources and Finance);
- the number and percentage of employees by nationality (self-reported);
- the number and percentage of employees filled by South Australians, other Australians and Internationally;
- the number and percentage of graduates employed by ODC;
- the number of long distance commute workers at Olympic Dam and the ratio of long distance commute workers to residential.

(State 17ki, 17kii, 17kiv)

### 2.2.4 Method

Data on employees/direct hires (i.e. individuals employed by ODC on a direct employment contract) and positions that are backfilled by agency contractors (i.e. individuals employed by a third party labour hire provider and placed into an ODC position) are obtained via the BHP Billiton employee data

management system (1SAP). Data available through this system include age, gender, nationality (self-reported, not mandatory), indigenous status (self-reported, not mandatory), current residence (postcode) and function.

Information on the number of LDCs at Olympic Dam is derived from the number of ODC employees and contractors on fixed-term contracts who receive a fly-in/fly-out or drive-in/drive-out allowance. All other ODC positions are assumed to be residential. This information is used to calculate the ratio of LDC workers to residential workers at Olympic Dam.

Data on the contractor workforce includes agency contractors and scope of work contractors (i.e. individuals who are employed by a third party provider to deliver a scope of work project to ODC) is sourced from the Olympic Dam site access system (Suresite). The information available from Suresite is currently limited to name and contracting organisation. This system does not take account of, or record details about, contractors who are engaged in Olympic Dam-related activities off-site and who do not travel to Olympic Dam as part of their work contract. Consequently, the number of new and existing contract positions associated with Olympic Dam may be under-reported.

Information on the profile of the operational workforce at Olympic Dam in 2012 forms the baseline for monitoring purposes (State 17kv).

## **2.3 Business benefits**

### **2.3.1 Background**

Operations at Olympic Dam provide substantial business benefits locally, regionally and state-wide; new opportunities would be available through any future expansion at Olympic Dam.

As part of its commitment under the Olympic Dam Agreement, ODC is developing an Employment, Training and Business Development Strategy, which builds on the existing Olympic Dam Indigenous Participation Program, and is aimed at enabling Aboriginal enterprises to secure employment and contracts at site.

The provisions of the **Indenture** require ODC, as far as it is reasonable and economically practicable to do so, to give consideration to South Australian companies when calling for tenders and letting contracts for works materials, plant equipment and supplies to Olympic Dam.

The **Amended Indenture**, should that come into effect at some future time, would require ODC to report annually on the outcomes of the implementation of its Industry and Workforce Participation Plan, including:

- opportunities for competitive local suppliers;
- opportunities for value-adding activity by local companies or through inward investment to South Australia;
- support for Aboriginal economic development;
- support for regional development;
- opportunities for research, development and innovation (State 14f).

### **2.3.2 Purpose**

To monitor and report on the number and size of contracts awarded to South Australian and Aboriginal-owned businesses to deliver goods and services to Olympic Dam.

### **2.3.3 Deliverable(s)**

Data for the annual calculation of the number and spend value of contracts awarded to South Australian and Aboriginal-owned businesses to deliver goods and services to Olympic Dam. (State 17ki, 17kii, 17kiv)

### **2.3.4 Method**

Information on contracts awarded by ODC to South Australian and Aboriginal-owned businesses is extracted via the 1SAP system. Data on contracts includes:

- the number and spend value of contracts ODC awards to local businesses (Roxby Downs, Andamooka and Woomera), regional businesses (in the Upper Spencer Gulf), other South Australian businesses, other Australian businesses, and offshore. The analysis of data is based on postcode;

- the number and spend value of contracts ODC awards to Aboriginal-owned businesses.

This does not include data from Tier 1 companies (i.e. those businesses awarded contracts by ODC) on the number and spend value of subcontracts and so may under-estimate the benefit to South Australian and Aboriginal businesses.

In addition, this does not take account of indirect business benefits or flow-on effects of Olympic Dam, for example, through the servicing of residents and workers at Roxby Downs.

Information on the number and size of contracts awarded to South Australian and Aboriginal-owned businesses in 2012 forms the baseline for monitoring purposes (State 17kv).

## **2.4 Housing supply and affordability**

### **2.4.1 Background**

Housing issues have been raised as priorities in consultation with residents of Roxby Downs and regionally and include:

- the supply of land and housing to meet demand in Roxby Downs and to attract the required workforce (including non-mine personnel);
- housing costs and affordability, particularly for low- and moderate-income households in Roxby Downs;
- the role of neighbouring towns in providing accommodation.

ODC has responsibility for township planning and for developing serviced land for housing to provide for the needs of its employees and their dependants in Roxby Downs. ODC also assists in providing housing to meet the needs of other people and their dependants who provide necessary services in Roxby Downs. ODC has no direct role in the development of land and housing outside Roxby Downs, although the management of housing outcomes in Roxby Downs may indirectly affect housing costs in Andamooka. The cost of rental housing may provide an early indication of constraints in housing supply in Roxby Downs and Andamooka.

Most housing in Woomera is owned and managed by the Department of Defence, with only a small number of houses available for private rent or purchase. The operation of Olympic Dam is therefore unlikely to impact on housing in Woomera.

In the longer-term, housing effects could be felt in Port Augusta and Whyalla or other regional communities along transport or infrastructure corridors as a result of Expansion-related activities. At such a time, it may be appropriate for ODC to monitor and report on rental housing in potentially affected regional communities. (State 14c)

To address issues associated with housing supply and affordability in Roxby Downs, ODC will work in consultation with the South Australian Government and other key stakeholders, to:

- contribute to a long-term desirable trend towards a minimum rental housing vacancy rate in Roxby Downs of 5 per cent (State 14a);
- provide a minimum of 7% affordable rental and home purchase opportunities within all new developments in Roxby Downs, as part of any infill developments or greenfield or broadacre subdivision (State 14b);
- monitor rental rates, rental availability and housing stress in Roxby Downs and Andamooka (State 14c).

### **2.4.2 Purpose**

To monitor and report on rental housing in Roxby Downs and Andamooka.

### **2.4.3 Deliverable(s)**

- Data for quarterly calculation of median weekly rental costs on new bonds lodged in Roxby Downs and Andamooka.
- Data for annual calculation and reporting of rental rates, rental availability and housing stress, including:
  - rental availability and vacancy rates in Roxby Downs and Andamooka (State 14a, 14c);

- the number of people (18 years or older) receiving rent assistance from Centrelink in Roxby Downs and Andamooka as a measure of housing stress (State 14c).

(State 17ki, 17kii, 17kiv)

#### **2.4.4 Method**

Data on rental availability/vacancies are sourced annually from the Real Estate Institute of South Australia. Data on rental housing is obtained for Roxby Downs and Andamooka.

Data on the total number of rental properties in Roxby Downs and Andamooka are sourced annually from the Tenancies Branch (Consumer and Business Services of the South Australian Office of Consumer and Business Affairs), based on the total number of bonds lodged in the private rental market. This is used to calculate rental availability (i.e. the number of properties available for rent as a percentage of the total rental properties).

Data on median weekly rental costs in Roxby Downs and Andamooka are sourced from Housing SA quarterly rent reports, based on new bonds lodged for all houses and flats in the private rental market.

Data on the number of people experiencing housing stress in Roxby Downs and Andamooka are based on the number of people receiving rent assistance from Centrelink as a proportion of the number of rental properties in the private rental market (i.e. the total number of bonds lodged). In the absence of reliable small area data on income and housing costs, this is considered to be a valid indicator of housing stress. It is consistent with the SA Strategic Plan (Department of Premier and Cabinet 2011), as Centrelink rent assistance is only available to people on low incomes who meet certain eligibility criteria.

Information on rental housing in 2012 forms the baseline for monitoring purposes (State 17kv).

## **2.5 Social character, amenity and well-being**

### **2.5.1 Background**

Maintaining the amenity and social fabric of Roxby Downs, Andamooka and Woomera is a planning, design and operational management objective for Olympic Dam.

Providing a high-quality living environment and workplace conditions will also help ODC attract and retain the required workforce at Olympic Dam.

The amenity and social fabric of communities can be affected by a range of social, cultural, environment and economic factors. In Roxby Downs in particular, this may be influenced by:

- the availability and suitability of social services and facilities to meet a diversity of needs;
- residents' engagement in civic life, such as community groups, community-based activities and volunteer programs;
- social and cultural characteristics, such as population mobility and change, the residential and long distance commute population, gender balance, social equality and cultural diversity, which may affect community identity and cohesion;
- material conditions, including employment, income, education, housing, health and crime.

ODC is required to identify in consultation and collaboration with the South Australian State Government and key stakeholders:

- indicators for the delivery and monitoring of social infrastructure provision (State 14e);
- community health and social well-being indicators to manage social well-being within Roxby Downs and other affected communities (State 14d).

The South Australian Government and Roxby Downs Council have primary responsibility for the provision of social services and facilities in Roxby Downs and for delivering and monitoring social infrastructure provision. ODC works with the South Australian State Government and community to improve amenities and facilities in Roxby Downs and maintain the town as a cohesive, harmonious and healthy community.

In the absence of defined indicators for service provision, residents' perceptions can provide an indication of amenity, quality of life and community health and well-being, and are measured every three years as part of the Olympic Dam community perceptions survey.

**2.5.2 Purpose**

To monitor and report on aspects of social character, amenity and well-being in Roxby Downs, Andamooka and Woomera.

**2.5.3 Deliverable(s)**

A description of residents' perceptions about quality of life, services and facilities, safety and social fabric in Roxby Downs, Andamooka and Woomera (reported triennially) (State 17ki, 17kii, 17kiv).

**2.5.4 Method**

Data from the Olympic Dam triennial community perception survey are used to establish residents' perceptions about quality of life, services and facilities, safety and social fabric.

The description of residents' perceptions is based on the percentage of survey respondents who rate their overall quality of life as good; agree that they can get help from neighbours if needed, that people trust each other and people from different nationalities and cultures are made welcome; agree that it is safe for women to go out alone at night and are satisfied with their personal safety; and are satisfied with the quality of, or access to, services. Prior to undertaking the survey ODC consults with SAPOL about the 'perceptions of crime' questions in the survey (State 14g).

The 2011 survey (Centre for Social Responsibility in Mining 2011) results form the baseline for future monitoring (State 17kv).

### 3 COMMITMENTS

#### 3.1 Reporting

The results and a discussion of the findings and progress against targets will be presented in the Environmental Management and Monitoring Report as outlined in the **Environmental Management Manual (EMM)**.

#### 3.2 Summary of commitments

**Table 3.1: Summary of commitments**

Action	Parameter	Frequency
Monitor	Key stakeholders, their interests in Olympic Dam and engagement methods.	Annually
Monitor	Community complaints.	Continuously
Monitor	Community perceptions in Roxby Downs, Andamooka and Woomera: <ul style="list-style-type: none"> <li>• Residents' trust in ODC;</li> <li>• Residents' perceptions of safety;</li> <li>• Residents' perceptions of quality of life;</li> <li>• Residents' perceptions of services and facilities;</li> <li>• Residents' perceptions of social fabric.</li> </ul>	Triennially
Monitor	Profile of the workforce at Olympic Dam.	Annually
Monitor	The number and spend value of contracts awarded to South Australian and Aboriginal-owned businesses through ODC.	Annually
Monitor	Housing rental costs in Roxby Downs and Andamooka.	Quarterly
Monitor	Housing rental vacancy rates and availability in Roxby Downs and, Andamooka.	Annually
Monitor	Housing stress in Roxby Downs and Andamooka.	Annually
Report	Monitoring results in the annual EMMR to the Indenture Minister.	Annually
Review	The Social Effects MP, and modify as appropriate.	Annually

## **4 DEFINITIONS AND REFERENCES**

### **4.1 Definitions**

Throughout the EPMP some terms are taken to have specific meaning. These are indicated in bold text in the documentation and are defined in the glossary in section 5 of the EMM. Defined terms have the same meaning wherever they appear in bold text. Some other terms and acronyms are also defined in the glossary, but do not appear in bold text.

### **4.2 References**

Centre for Social Responsibility in Mining 2011, *Olympic Dam Community Perceptions Survey August 2011 Final Report*, prepared for BHP Billiton Olympic Dam, Sustainable Minerals Institute, University of Queensland, Brisbane.

Department of Premier and Cabinet 2011, *SA Strategic Plan*, Government of South Australia, Adelaide.

## 5 APPENDIX A: AMENDMENTS TO MONITORING PROGRAM – SOCIAL EFFECTS FY13

Where applicable a summary of major changes to this MP is provided. Individual changes have not been itemised.

Section	Description	Change Explanation
Section 2.2	Removal of references to monitor the profile of the construction workforce	Updated to reflect changed Olympic Dam operational scope.
Section 2.3	Removal of references to monitor contracts awarded to South Australian and Aboriginal-owned businesses through the Expansion, including subcontracts awarded by Tier 1 companies	Updated to reflect changed Olympic Dam operational scope.
Section 2.4	Removal of references to monitor rate of victim-reported offences per 1,000 people in Roxby Downs, Andamooka and Woomera	Updated to reflect changed Olympic Dam operational scope. No impacts on crime rates as a result of expansion activities at this time.
Section 2.5	Removal of references to monitor rental costs, rental vacancy rates and availability and housing stress in Whyalla and Port Augusta.	Now Section 2.4. Updated to reflect changed Olympic Dam operational scope. No housing impacts in Whyalla and Port Augusta as a result of Expansion activities at this time.
Section 2.5	Removal of references to monitor rental costs, rental vacancy rates and availability and housing stress in Woomera.	Now Section 2.4. Removed as no impacts are expected on housing in Woomera from current operations at Olympic Dam; most housing in Woomera is owned and managed by the Department of Defence, with only a small number of houses available for private rent or purchase. The limited data on private housing in Woomera also affects its reliability.