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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 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:

- Community relations; 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. This MP accords with BHP 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 review are documented in the Annual EM Program Targets, Actions and Major Changes document.

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 relevant 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)

- A description of the extent to which residents in Roxby Downs, Andamooka and Woomera trust ODC to act in their best interests (calculated triennially).

2.1.4. Method

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.

2.2. Social character, amenity and well-being

2.2.1. 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 Government and key stakeholders:

- Indicators for the delivery and monitoring of social infrastructure provision;
- Community health and social well-being indicators to manage social well-being within Roxby Downs and other affected communities.

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 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 Perception Survey.

2.2.2. Purpose

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

2.2.3. 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).

2.2.4. Method

Data from the Olympic Dam triennial Community Perception Survey is 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.

The 2011 survey (Centre for Social Responsibility in Mining 2011) results from the baseline for future monitoring.

3. COMMITMENTS

3.1. Reporting

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

3.2. Summary of commitments

Table 3.1: Summary of commitments

Action	Parameter	Frequency
Monitor	Community perceptions in Roxby Downs, Andamooka and Woomera: Residents' trust in ODC; Residents' perceptions of safety; Residents' perceptions of quality of life; Residents' perceptions of services and facilities; Residents' perceptions of social fabric.	Triennially
Report	Monitoring results in the Annual EPMP Report to the Indenture Minister.	Triennially
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.