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Attachment AC – Santos GLNG Regional Rules



1. Document Amendment Record

Revision	Date	Approved by	Change description
1	2-9-2013	Stewart Bisset	New Standard
2	27-3-2015	Andrew Snars	Removal of vehicle branding for contractors. Change to signage requirements on property entrances. Amendments to approved routes -Introduction of Road Use Request Form

2. Purpose

This document provides an overview of the Santos Gladstone Liquefied Natural Gas (GLNG) Regional Rules framework which reinforces the Santos standard operating procedures for the Santos GLNG.

3. Scope

This framework applies to all Contractors undertaking activities on the Santos GLNG (GLNG) within the Santos GLNG Operating Area (defined in Appendix 1). Contractors and their sub-contractors shall have systems in place that meet or exceed the requirements of this framework.

4. Overview

Santos has successfully operated in the Maranoa Region for over 50 years. During this time, Santos has maintained successful landholder and stakeholder relationships, and has been an integral part of the community. Santos recognises that the willing support of regional landholders and stakeholders is critical to the on-going success of maintaining GLNG's Social Licence to Operate.

To support ongoing GLNG operations a framework has been established to govern the behaviour of those engaged with GLNG termed the Santos GLNG Regional Rules. The rules have been established to achieve a coordinated approach to mitigate the risks associated with working in the Eastern Queensland Region and compliance to the Land Access Code 2010. These rules are:

#	Rule	Concerning
1	No Induction, no Authorisation, no Sign = no Entry to Property	Access to Landholder's property
2	Business Communication only by Authorised Personnel	Communication with the community and landholders
3	No Authority to Visit (ATV) = No Travel	Management of our project footprint
4	Maranoa Regional Manager Directs Natural Event Response	Management of Natural Event Response
5	All Vehicle Movements Planned, Monitored and Consolidated	Management of traffic

Living by these rules and managing behaviour associated with the Santos GLNG is critical to maintaining the GLNG's Social Licence to Operate and the support of the community.

5. GLNG Regional Rules

Rule 1 - No induction, no authorisation, no sign = no entry to property.

No Induction = No Entry.

The minimum requirement for a person entering a landholder's property and to ensure compliance with the Land Access Code 2010 includes:

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- Completion of [Santos Attachment Q Inductions and Training](#) relevant to operating in Eastern Queensland specifically the Santos Land Access Code Induction;
 - The ability to provide evidence of induction, indicating Land Access Code training and date of completion; and
 - The Land Access Code induction is a prerequisite for land access, it does not give a person the right to enter a landholder property. Authorisation to enter a landholder property requires authorisation through the Site Permit System described in this document.

No Authorisation = No Entry: All entry onto Landholder property is to be approved

Anybody entering a landholder's property must ensure that the activity they are associated with is authorised through the *Landholder Relations Site Permit System* or systems approved by the Maranoa Regional Manager. The site permit is coordinated through the respective GLNG Landholder Liaison.

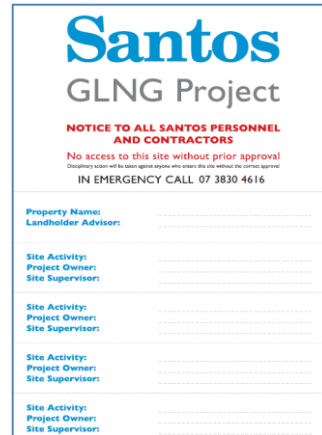
The Landholder Relations Site Permit System supports compliance with requirements of the Land Access Code and Santos land access policies, including:

- Reporting on activities that have taken place on landholder properties;
- Compliance to the GLNG policy of providing landholders with a minimum of 48 hours' notice before entering their properties to conduct Preliminary or Advanced Activities; and
- Entering landholders properties in accordance with the agreed-upon terms of access.

Landholder Relations personnel are authorised to deny or rescind site access authority if the risk to the safety of personnel, site access or GLNG's Social Licence to Operate warrants this action. GLNG will monitor compliance with regular and unscheduled inspections and reviews.

No Sign = No Entry: No entry to a Landholder property to perform authorised activity unless clearly signed at entry

Every Landholder’s property with authorised construction activities will be clearly signed with the name of the property, the Landholder’s Advisor name and contact details (image below). Signs will be located at the entry points to the property, ensure that people are entering the correct property and activity listed is authorised.



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The Landholder Liaison will provide the signage to the Nominated Site Responsible Person or their representative. The Landholder Liaison will provide assistance to ensure compliance with signage requirements.

Each authorised Site Construction Activity will be clearly indicated on the sign with Activity, Activity Owner, Site Supervisor’s name and contact details. The Site Supervisor’s details will be updated as required.

No entry is to occur to a Landholder property for Advanced Activities unless a Nominated Site Responsible Person has been identified (usually the Site Supervisor or delegate). This responsibility generally lies with the primary Contractor who has control of the site.

The Nominated Site Responsible Person is accountable for:

- Confirming that all personnel have completed Land Access and other required induction training;
- Upholding the Land Access Code 2010 requirements with their work team;
- Ensuring that the terms of access for the site are available upon request;
- Briefing their work teams on the terms of access for the Activity;
- Ensuring that the Activity has a current Site Permit;
- Reporting exceptions to the Landholder Liaison or delegate; and
- Ensuring that the project signs as above are placed at the required entry points to the property and the authorised construction activities are correctly recorded.

Contractor Compliance

All Contractors are responsible for ensuring that:

- All employees and subcontractors entering landholder property have completed Santos Inductions as prescribed by Santos Contract Attachment Q Inductions and Training and maintain evidence of completion www.santos.com/procurement-logistics.aspx;
- All employees and subcontractors only enter landholder property for work associated with authorised activities which have an approved Site Permit; and
- Where a contractor has control of a site, a Nominated Site Responsible Person is appointed and fulfills the role’s accountabilities.

Rule 2 - Business communication only by authorised personnel.

Business Communication

There are two types of external communication – business and personal:

- a) Business-related communication can include:
 - Commitments on behalf of the company;
 - Commentary on incidents/accidents;
 - Advice / Opinion on future works/infrastructure; and
 - GLNG timeline/milestones, including ahead/behind schedule.

- b) Personal communication with landholders should always be:
 - Polite and respectful, with humility;
 - Aware of the tone of the conversation; and
 - Free from offensive language.

Only the following authorised personnel can undertake business-related communication in the Maranoa Region:

- General Manager, Operations;
- Maranoa Regional Manager;
- Manager Communication
- Team Leader Community and Support Services;
- Santos Landholder Advisors; and

GLNG Stakeholder Communication Management

Details of Stakeholder communications must be provided to the respective Landholder Advisor within 48 hours of the communication event occurring.

This allows GLNG to:

- Maintain single point of knowledge for history of all communications with Landholders and Stakeholders;
- Ensure that communication can be followed through and closed out;
- Collate data that identifies emerging issues associated with GLNG; and
- Handle complaints as required by Coordinator General's conditions.

Stakeholder guidelines for Contractors

Where a contractor or supplier is aware of an incident or have received a complaint, call GLNG toll-free number – 1800 761 113 (or if in the region refer to the Roma shop-front in McDowall Street)

Business Related Enquiries

There are four broad types of business related enquiry:

- a) Community enquiry – Must be directed to the GLNG toll-free number – 1800 761 113 (or if in the region be directed to talk to Officers in the Roma shop front – 80 McDowall Street Roma);
- b) Media – no direct responses are to be provided to media enquiries by personnel in the field. All GLNG related media enquiries must immediately be directed to the Senior Media and Communications Adviser on 0419 683 867; and
- c) Landholder – Enquiries must be referred to the Site Responsible Person or Landholder Advisor; and
- d) Complaints – must be directed to the GLNG toll-free number – 1800 761 113, (or if a complaint was received on the spot in person, the officer/individual must document the details of the conversation to: complaints@glng.com where an authorised complaint-handling officer will follow up the issue).

GLNG advocacy

Opportunities may exist for GLNG personnel and contractors to promote / defend the CSG industry. Rather than engaging in advocacy or argument about the CSG industry, personnel should refer external parties to www.glng.com.au.

Contractor Compliance

All Contractors are responsible for ensuring that:

- All employees and subcontractors have completed Santos Induction as prescribed by Santos Contract Attachment Q Inductions and Training and maintain evidence of completion www.santos.com/procurement-logistics.aspx;
- Develop a communication strategy/procedure to outline communication protocols and ensure that:
 - Business communication is only conducted by authorised personnel as described by Rule 2;
 - Processes are established to ensure compliance against GLNG Stakeholder Management requirements; and
 - Landholder Advisers are advised of stakeholders communications within 48 hours of a communication event occurring.

Rule 3 - No Authority to Visit (ATV) = no travel

Authority to Visit

All Contractor Personnel shall demonstrate the use of an Authority to Visit (ATV) system to ensure that their personnel have:

- An authorised business purpose to travel to the region;
- Completed appropriate Inductions in line with [Santos Contract Attachment Q Inductions and Training](#) to include:
 - EHS Level 1 Induction;
 - EHS Level 2 Eastern Queensland Induction;
 - Maranoa Regional Rules Induction
 - EHS Level 3 Induction;
 - Heat Stress Training;
 - Land Access Code Induction (when required to enter landholder property); and
 - 4WD (where required).

ATV within Eastern Queensland Santos Operated Camps

All Contractor Personnel who are staying in Eastern Queensland Santos-operated camps must use the GLNG ATV system. The ATV system can be accessed via the [Travel Centre Teamsite](#).

Non GLNG Authority to Visit

Where an alternative ATV system is adopted the following information must be captured and reported on a weekly basis:

- # of personnel staying in field camps per night over the previous seven days;
- # of personnel staying in commercial accommodation per town/per night for the previous seven days;
- # of personnel who commuted by bus to/from the airport per day over the previous seven days; and
- # of personnel who travelled by aircraft to/from the region (Roma) over the previous seven days.

Travel and Accommodation within the Maranoa Region

Bus Transfers

GLNG is committed to reducing the footprint in the community and consolidating its traffic movements. For contractors staying in EQ Operations camps, it is expected that the GLNG bus service is utilised. This service is available through the Travel Centre for those staying in all EQ Operations camps. Bus schedules are available on the [Travel Centre teamsite](#).

Commercial Accommodation Standard

- GLNG seeks to avoid overloading commercial accommodation in the region.

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- Contractors should utilise EQ Operations camps where practical prior to utilising commercial accommodation
 - When staying in commercial accommodation Contractor Personnel must:
 - Act with humility, and maintain an awareness of the tone of their conversations;
 - Abide by the codes of behaviour of their accommodation; and
 - Abide by the 'no alcohol' policy if they belong to a rostered dry operation.

Travel Standard

- Air travel is preferred into the Maranoa Region.
- The Santos GLNG Road Use Management Plan (RMP) contains a commitment that GLNG will use busses to transport personnel between camps and the Roma Airport. GLNG participants must ensure they have systems in place to meet these commitments or utilise the GLNG Travel Centre.

Contractor Compliance

All Contractors are responsible for ensuring that:

- All contractors and subcontractors engaged by GLNG will demonstrate use of a Santos endorsed ATV system;
- Contractors staying in Eastern Queensland Santos operated camps will adopt the GLNG ATV system as described by Rule 3;
- Contractors not using the GLNG ATV system are to demonstrate the use of an ATV system that meets the guidelines outlined in Rule 3 and report weekly on the following GLNG footprint data as described below:
 - # of personnel staying in field camps per night over the previous seven days;
 - # of personnel staying in commercial accommodation per town/per night for the previous seven days;
 - # of personnel who commuted by bus to/from the airport per day over the previous seven days;
 - # of personnel who travelled by aircraft to/from the region (Roma) over the previous seven days;

GLNG Contractors are encouraged to adopt the Travel and Commercial Accommodation Standards as outlined in Rule 3.

Rule 4 - Maranoa Regional Manager directs natural event response

The Maranoa Regional Manager has been delegated the responsibility in the Maranoa Region for coordinating region-wide response to environmental issues such as bushfire and flood. To carry out response duties effectively, the Maranoa Regional team requires the following from GLNG Contractors:

Location of Vehicle Information

- Vehicles must have an In Vehicle Monitoring System (IVMS) that complies with the Santos Land Transportation Standard (HSHS 02).

Wildfire preparedness

- Maranoa Regional Manager shall maintain the Bushfire Management Plan. Contractors are to incorporate the GLNG Bushfire Management Plan (refer to Santos Contractor Portal) in Safety Management Plans (Refer to Appendix 2 for Access to the Santos Contractor Portal). Critical elements include:
 - Assessment of fire threat, with escalating measures to reduce fire start risk as threat increases;
 - Locating fires, assessing threat, and proximity to work teams, evacuation to safe refuges as required;
 - Communication during an event of a fire;
 - Establishment and maintenance of safe refuges; and
 - Limited fire response for those trained appropriately.

Heat Red Alert

- GLNG Operations shall issue Heat Red Alert warnings through the Maranoa Region, via daily Road Report.
- Contractors will manage their own response to Heat Alerts.

Flood Response

- Maranoa Regional team will coordinate community support in the event of a flood and will report the status of roads for passability during any flood events, via the 'daily road conditions report'.

Weed Control

- GLNG maintain mapping of all areas affected by Parthenium Weed - this is an ongoing activity and will be updated and stored on Santos GIS.
- All GLNG participants must follow Environmental Health and Safety Standard EHS 09, Pest Plants and Animals Identification Procedure and Vehicle-Machinery Washdown Procedure.
- Washdown procedures and Weed Hygiene Declarations to be implemented and carried in the vehicle as per Weed Management Plan in accordance with the Environmental Protection Act 1994, Land Protection (Pest and Stock Route Management) Act 2002

Contractor Compliance

All Contractors are responsible for ensuring that:

- All vehicles working on behalf of Santos will be compliant with the Santos [Land Transportation Standard \(HSHS 02\)](#);
- Environmental Health and Safety Management Plans are updated to align with the following Santos procedures, standards and plans:
 - Vehicle / Machinery Wash down procedures as per EHS 09;
 - Weed Management;
 - Bushfire Management Plan; and
 - Flood response.

Rule 5 - All vehicle movements planned, monitored and consolidated.

Managing traffic impacts in the region remain a priority for ongoing operations. This will be achieved through defining approved routes, and the planning, monitoring and consolidating of traffic movements.

Approved Routes

- To manage the impact on the community and for the safety of all road users, designated routes are established throughout the Maranoa Region. These routes are maintained and available on the Santos Contractor Portal and should be reviewed regularly.
- All Contractors whilst engaged by GLNG, must use GLNG Approved Routes.
- A non-approved route maybe used in the following circumstances:
 - Light vehicles
 - Where a genuine operational requirement to visit a GLNG site exists, and it is not possible to access the destination via an Approved Route.
 - Heavy vehicles
 - Only upon completion and approval of a **Road Use Request** form – refer to the Santos Contractor Portal; and
 - Only if the activity has been approved by GLNG
- IVMS reporting and traffic monitoring will confirm compliance with approved routes.

Road Use Request Form

- The Road Use Request form can be found on the Santos Contractor Portal (under the Electronic Forms section).

Road Closures

- The following groups will communicate road status to the region-wide ‘daily conditions report’, issued by EQ Operations:
 - Maranoa Traffic Coordinator will liaise with Council, Police, State government on status of State and Local roads; and
 - GLNG Contractors should communicate with GLNG to assist in the reporting or road status and conditions.
- All GLNG Contractors shall follow road closure and speed limit advice as per Road Report.

Journey Management

Each Contractor shall maintain a journey management system that meets the requirements of Santos [Land Transportation Standard \(HSHS 02\)](#) including:

- Identification of hazards, associated risks and their control measures;
- Requirements for reporting and recording vehicle movements;
- Communication arrangements; and
- Actions to be taken in the event of an incident.

Driving behaviour in the Maranoa Region will be monitored using IVMS technology and on-site traffic monitoring:

- All Contractors will:

- Ensure vehicles have an IVMS installed that complies with Santos Land Transportation Standard (HSHS 02);
- Monitor their driving behaviour and respond to non-compliance in accordance with Santos Land Transportation Standard (HSHS 02) ;
- Be authorised to deny / rescind an ATV because of poor driving behaviour in the Region in accordance with the IVMS Exception Guidelines; and
- Report on driver behaviour in accordance with [Contractor Monthly Health and Safety Reporting \(Attachment Y\)](#).

Special Requirements for Work Groups with Elevated Risk

Lone Workers, remote workers and infrequent visitors present an elevated level of risk. Contractors shall ensure their journey management system requires elevated risk workers to travel in vehicles that comply with Santos [Land Transportation Standard \(HSHS 02\)](#).

High Voltage

As an electrical entity, Santos GLNG is obliged to:

- Provide relevant electricity network information to transport operators and escort service providers;
- Advise precautions for scoping/assessing high loads and escorting high loads (loads greater than 4.6m), which address the electricity risks of these activities; and
- Provide authorisation in writing

In return, individuals and companies transporting high loads underneath Santos GLNG infrastructure must:

- Notify us of the intention to move a high load near network assets;
- Provide us with accurate information about the high load;
- Comply with any precautions required by us;
- Comply with directions from the escort provider; and
- Where an escort service provider is not required, contact us directly about any operational matters affecting safety.

To obtain

For more information and to apply for a high voltage permit log on to:

<http://santosglng.com/work-with-us/high-load-transport.aspx>

Vehicle Movements

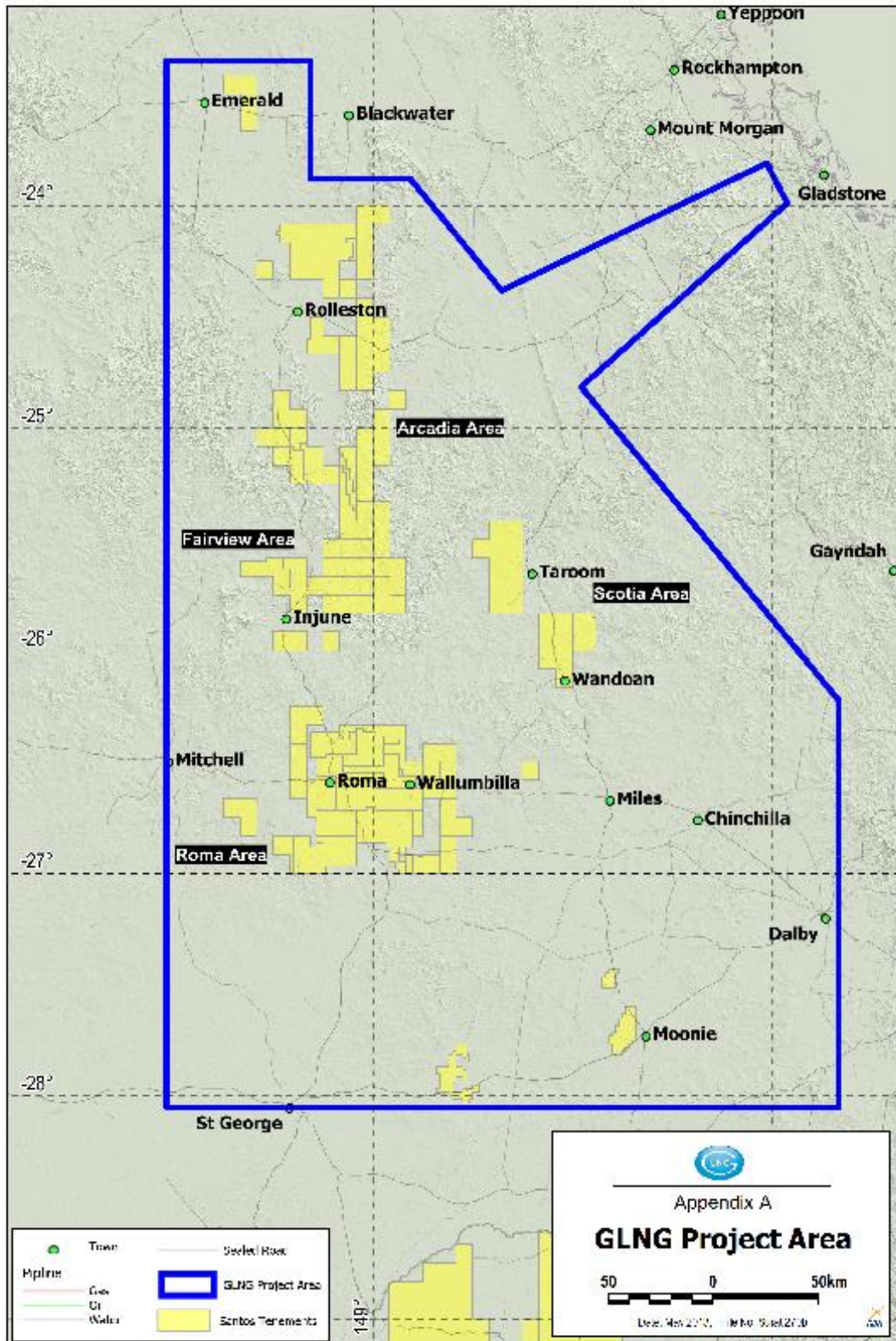
- Santos GLNG Road-use Management Plan (RMP), a State government imposed condition of approval for GLNG, sets obligations concerning heavy vehicle movements including:
 - Routes to be used;
 - Notice of traffic volumes and over-size/mass loads and Heavy Vehicle convoys (Heavy Vehicle convoys are considered as being \geq three (3) Class 3 (Austroads Vehicle Classification System) heavy vehicles; and
 - Maintaining communication with State and Regional Stakeholders.

Contractor Compliance

All Contractors are responsible for ensuring:

- Compliance with the Santos Land Transportation Standard (HSHS 02);
- Environmental Health and Safety Management Plans are updated to align with the with the Santos Electrical Safety Onshore Australia (HSHS 06) the Santos High Voltage Regulations;
- Where Attachment Y is a contractual requirement, complete on a monthly basis Santos [Attachment Y Contractor Monthly Health and Safety Statistics Report](#);
- Adoption of Santos GLNG Approved Routes and compliance with the non-approved route process for all vehicle movements without exception; and
- Report instances were over-size/mass loads or Heavy Vehicle convoys are anticipated using the Heavy Vehicle 'Forecast' template (obtained from Santos Contractor Portal) and submit to GLNG.traffic@santos.com 14 days prior to the journey.

Appendix 1 Santos GLNG Operating Area



Appendix 2 Santos Contractor Portal

Access to the Santos Contractor Portal can be obtained through submitting an access request from the following site:

<http://www.santos.com/procurement-logistics/supplier-information.aspx>