

COMMUNITY REFERENCE GROUP

Terms of Reference

Table of Contents

| | | |
|------|--|----|
| 1 | Title | 3 |
| 2 | Establishment of CRGs | 3 |
| 3 | Objectives of the CRG | 3 |
| 4 | Activities of the CRG | 3 |
| 5 | Membership..... | 4 |
| 5.1 | Appointment and Term..... | 4 |
| 5.2 | Attendance..... | 4 |
| 6 | Responsibilities and Protocol..... | 4 |
| 6.1 | Responsibility of a Chairperson | 4 |
| 6.2 | Responsibility of SUEZ..... | 5 |
| 6.3 | Responsibility of Members | 6 |
| 6.4 | Technical Presentations | 7 |
| 6.5 | Documents | 7 |
| 6.6 | Differing Views and Consensus..... | 7 |
| 6.7 | Media Protocol..... | 7 |
| 6.8 | Resignation..... | 7 |
| 6.9 | Workplace Laws | 8 |
| 6.10 | Privacy..... | 8 |
| 6.11 | Amendment | 8 |
| 7 | CRG Meeting Procedures..... | 8 |
| 7.1 | Venue | 8 |
| 7.2 | Meeting Frequency, Timing and Length | 8 |
| 7.3 | Meeting Agenda..... | 9 |
| 7.4 | Minutes of Meetings..... | 9 |
| 7.5 | Actions and Timeframes | 9 |
| 7.6 | Resourcing of the CRG | 10 |
| 8 | Evaluation | 10 |
| 9 | Breach of these Terms of Reference..... | 10 |

1 Title

The name of the Community Reference Group in respect of the SUEZ Facility will be the [site name] Community Reference Group, i.e. Hampton Park Resource Recovery Precinct Community Reference Group or HP CRG.

2 Establishment of CRGs

SUEZ wishes to continue interacting with community representatives as key partners who are interested in SUEZ facilities and operations and who can provide valued input on a wide range of resource recovery, sustainability and corporate citizenship topics. To this end, SUEZ has committed to establishing CRGs for each of its infrastructure facilities where a CRG is deemed necessary.

The primary purpose of each CRG is to function as a reference body for SUEZ, their stakeholders and the community. Each CRG is an advisory group only and not a decision-making body and operates as a regular consultative forum where representatives of SUEZ, the community, individual residents and other interested parties can discuss the operations of the relevant SUEZ facility.

SUEZ will consider comments and suggestions made by the CRG and provide responses where warranted. The CRG will be asked to provide advice on a range of issues raised by SUEZ and members of the CRG. The CRG may make recommendations to SUEZ, including communication of a negotiated position that reflects community members' views, for SUEZ to consider and respond to as part of the CRG process. However, the CRG is not required to reach consensus or express unified views on matters discussed.

As SUEZ is accountable for its own actions, final decisions regarding SUEZ facilities will always rest with and the relevant government regulators. However, the CRG process will ensure that SUEZ's decisions in relation to its facilities are robust.

3 Objectives of the CRG

The objectives of the CRG are to:

- facilitate community awareness of the operations, environmental performance and any short, medium and long term development of the facility;
- provide community members with the opportunity to engage in dialogue with SUEZ regarding any issues of concern related to the facility;
- provide community members with an opportunity, wherever practicable, to provide input into SUEZ's decision making process regarding the facility; and
- foster understanding and cooperation between community members and SUEZ staff in minimising the impact of the facility on the local community.

4 Activities of the CRG

The activities of the CRG may include, but are not limited to:

- contributing to the discussion of various issues surrounding the monitoring and safety, operational issues or future plans of the facility;
- identifying varying viewpoints that need to be presented to the broader community;
- contributing to the plan for engaging with the broader community;
- contributing to any community engagement events or activities as agreed by the CRG;
- providing comment and community viewpoint on broader SUEZ resource recovery initiatives;

- representing CRG and the broader community at relevant industry, government or community hosted events; and
- commenting on options for future usage of the site.

5 Membership

Participation in the CRG is on a strictly voluntary basis and open to any person who lives or works in the vicinity of, or has an interest in, the relevant facility. The CRG will comprise of up to 20 people, including:

- Chairperson (appointed by SUEZ); and
- up to 18 community members representing a balance of social, environmental and economic perspectives.

The Manager of the relevant Facility, the Stakeholder Engagement Manager (or a SUEZ selected delegate) and a SUEZ administrative support officer will attend each meeting and other SUEZ staff will attend meetings to provide presentations and reports as required.

Representatives of Federal, State and local governments, government departments, agencies and authorities may be invited to attend meetings to provide presentations and reports as required.

5.1 Appointment and Term

Expressions of Interest in membership of the CRG will be called through advertisements placed in the early general news sections of local newspaper publications. Letterbox drop campaigns may also be conducted within a five (5) kilometre radius of the relevant SUEZ facility.

A Chairperson will be appointed by SUEZ only.

Up to eighteen (18) CRG members equitably representing environmental, social and economic perspectives will be selected by a panel, including representatives of SUEZ and the applicable State Environmental Protection Authority, which will review responses to selection criteria.

The term of appointment for membership of the CRG is twenty-four (24) months. It may be necessary to reduce or extend this appointment period and any such variation will be reasonably determined by SUEZ.

5.2 Attendance

CRG members are required to attend organised meetings during the period of appointment (subject to the following paragraph). Attendance will be reported in Minutes of meetings. Should a CRG member not attend three (3) consecutive meetings, the Chairperson will meet with the member to discuss that member's ongoing membership and report outcome at subsequent meeting. Attendance by any CRG member's alternate will count as attendance by that CRG member.

6 Responsibilities and Protocol

6.1 Responsibility of a Chairperson

The role of the Chairperson is to facilitate CRG meetings, with the outcome being a fair, inclusive and professional forum for community representatives and SUEZ to come together to discuss issues of mutual interest or concern as outlined in Clause 3 of these Terms of Reference.

The Chairperson agrees and is empowered to:

- facilitate CRG meetings in a fair, unbiased manner conducive to open, frank and outcomes-focussed discussion;
- provide all members with a reasonable opportunity to make comments, ask questions and raise issues;
- set an annual meeting agenda plan that is relevant to the CRG's objectives and considers the interests of all members;
- manage each meeting so that all agenda items are discussed within a reasonable timeframe and that meetings start and finish at the agreed time;
- ensure the Terms of Reference are met by all members; and
- address issues and facilitate the resolution of conflicts that might arise.
- provide a member with a warning should their conduct cause a reasonable person unwarranted offence or embarrassment;
- expel a member from further participation in the CRG should:
 - (a) a second warning to that member within the current or subsequent meetings be deemed necessary as a result of their conduct causing a reasonable person unwarranted offence or embarrassment; and
 - (b) within seven (7) days from the date of the second warning, the member has failed to show cause to the reasonable satisfaction of the Chairman why the Chairman should not expel the member;
- ensure provision of warnings to CRG member, the fact that the Chairman has considered the member's show cause application, and the subsequent expulsion of member from CRG are recorded in Minutes of meetings.

6.2 Responsibility of SUEZ

SUEZ is a leader in the provision of resource recovery, recycling and best practice waste management solutions that support a safe and sustainable future for all Victorians. Its business is conducted in accordance with the requirements of the *Environment Protection Act 1970*, *State Environment Protection Policy (Air Quality Management)* and conditions outlined in SUEZ's Environmental Licence.

SUEZ agrees to:

- proactively inform CRG members of relevant developments or issues related to the relevant facility through a standing agenda item;
- encourage community comment on documents relevant to the CRG;
- consider recommendations made by CRG members;
- respond as promptly as practicably possible to requests for information from CRG;
- endeavour to ensure attendance of appropriate SUEZ staff members at CRG meetings, enabling informative discussion, progression of issues and achievement of outcomes;
- engage at its cost a Chairperson and provide other resources with the aim that the CRG should function professionally and effectively;
- help promote the profile of the CRG within SUEZ, the local community and relevant government agencies; and

- provide timely reporting of information and outcomes as outlined in the Environmental Licence.

6.3 Responsibility of Members

CRG members agree to:

- use their best endeavour to cooperate and collaborate in improving communication and consultation on matters relevant to the facility;
- attend CRG meetings and present the view of their representative community organisation and / or personal view;
- willingly communicate accurate and timely information regarding CRG activities and information, reports, plans and outcomes provided by SUEZ to their representative community organisation and / or the broader community;
- review briefing documents and papers as required prior to CRG meetings;
- undertake agreed actions within the specified timeframes;
- recommend relevant agenda items whenever possible;
- provide referral of individuals or groups to SUEZ where the CRG members believes further information or consultation is required;
- provide opportunities for communication channels which may be easily accessed by the community;
- be willing to introduce or consider new and innovative ideas to assist SUEZ to develop and grow in a sustainable manner, with due regard to the environment, the community and the economy;
- treat all other CRG members and their views respectfully, enabling all members to be heard equally, to not speak over each other and to listen to all points of view;
- refrain from any form of conduct that may cause a reasonable person unwarranted offence or embarrassment;
- accept the Chairperson's warning should their conduct be deemed as causing a reasonable person unwarranted offence or embarrassment;
- accept expulsion from the CRG following:
 - (a) a second warning within the current or subsequent meetings should the Chairperson deem that the member's conduct is continuing to cause a reasonable person unwarranted offence or embarrassment; and
 - (b) a determination by the Chairman that the member has subsequently failed to show cause to the reasonable satisfaction of the Chairman why the Chairman should not expel the member.
- not to use confidential information gained by virtue of membership, for the purposes of private benefit for themselves or any other person or organisation unless that information is in the public domain by any reason other than a breach of these Terms of Reference;
- enable their contact details to be shared and circulated amongst CRG members, SUEZ and any statutory authority or its agents and representatives; and
- abide by these Terms of Reference.

6.4 Technical Presentations

Where information of a more technical nature, such as environmental issues or legislative requirements, needs to be presented to the CRG, relevant experts will be invited to present at a meeting. This may also include representatives from relevant government agencies and specialist consultancies.

6.5 Documents

If community or business members distribute their own materials to other group members or to the wider public, this information must clearly indicate that it is not official SUEZ documentation issued by SITA Australia Pty Ltd. It cannot include any SUEZ logos or branding unless SUEZ consents in writing to the use of its logo or branding in relation to each specific document.

6.6 Differing Views and Consensus

The aim of the CRG is to represent a diversity of viewpoints and stakeholder issues and concerns. Therefore:

- it is not a requirement, nor it is anticipated, that consensus will always be reached among members on the issues discussed:
- where group members hold a range of perspectives on a particular issue, the differing viewpoints will be noted and taken into consideration; and
- if a member believes he or she may have a conflict of interest in relation to a particular issue or item of discussion at any time, the member should make this position clear to the Chairperson, who will then make a determination on an appropriate code of conduct for the member during that particular item of discussion.

6.7 Media Protocol

If a CRG member receives an enquiry from the media regarding the operations of SUEZ facility or a SUEZ strategic policy matter, they should direct the enquiry to the SUEZ Media Office by emailing corporateaffairs@suez-env.com.au or phoning 02 8775 5527. SUEZ will not publicly identify any CRG members in media releases without their knowledge and consent.

If the CRG believes a media statement would be helpful to the engagement process at any point, the CRG will endeavour to agree the content of the statement and delegate the drafting of it, in the first instance, to the SUEZ Stakeholder Engagement Manager (or a SUEZ selected delegate). The SUEZ Stakeholder Engagement Manager (or a SUEZ selected delegate) will act as the coordinator for media inquiries in relation to these media statements.

CRG Members are not permitted to speak individually as spokespersons for the CRG or circulate information acquired at CRG meetings unless specifically agreed to by the CRG. Nor may members discuss views expressed by another member without their knowledge and consent.

6.8 Resignation

CRG members may resign from the CRG and are requested to submit their intent in writing to no longer participate in the CRG to the Chairperson. If a representative of an organisation opts to

resign membership of the CRG, the organisation may nominate a new representative or nominate their alternative representative as their primary representative. If an organisation opts to resign membership of the CRG, they must submit their intent in writing on organisation letter head countersigned by the organisation committee member who originally countersigned the organisation's Expression of Interest in membership of the CRG.

6.9 Workplace Laws

SUEZ is subject to the provisions of the relevant State's OH&S laws which impose a duty on SUEZ to provide and maintain as far as is practicable, a working environment which is safe and does not increase risks to staff and/or visitors.

All members of the CRG must comply with all applicable workplace relations, occupational health and safety laws and SUEZ policies and procedures relating to occupational health and safety whether notified to the Contractor by SUEZ or reasonably inferred in the circumstances.

6.10 Privacy

All personal information provided by CRG members to the CRG and/or SUEZ will be made available to SUEZ, the Chairperson, the administrative support officer and other CRG members in order that CRG members are contactable. SUEZ and the CRG will only use the personal information you have chosen to provide us for the purpose for which you provided it and will comply with their obligations under the Privacy Act 1988 (Cth) and all other relevant legislation in relation to privacy.

6.11 Amendment

SUEZ may change or alter the content or scope of these Terms of Reference at any time, including (without limitation) if at any time SUEZ no longer considers that the operation of the CRG is in its' interests, SUEZ may, by giving three (3) months' notice in writing to the CRG Chairperson terminate the operation of the CRG.

SUEZ will notify the CRG in writing of any change or alteration to the Terms of Reference and allow a period of five (5) working days for comment from CRG members before the change or alteration to the Terms of Reference comes into operation.

7 CRG Meeting Procedures

7.1 Venue

CRG meetings will be conducted in a suitable room at the relevant SUEZ facility or at a venue nominated and funded by SUEZ, located within a five (5) kilometre radius of the facility.

7.2 Meeting Frequency, Timing and Length

It is expected that the CRG will meet at least four (4) times and no more than twelve (12) per year. An annual timetable of meeting dates will be decided at the first meeting of the CRG and updated for the following year at the last meeting of each calendar year. The next meeting date, time and venue will be confirmed at the conclusion of each meeting.

SUEZ may call a special meeting of the CRG if there is an important matter to be communicated to the group between scheduled meetings, or if there is sufficient community interest in a particular issue to warrant a dedicated meeting.

To ensure broad representation of the community, CRG meetings will be conducted on week days only and will commence no earlier than 1700hrs (5:00pm) and no later than 1800hrs (6:00pm). The preferred meeting day and commencement time will be agreed by all CRG members at their first meeting.

SUEZ acknowledges that CRG members are attending the CRG in their own time. In order to allow sufficient time for discussion of agenda items in a productive environment, it is recommended that meetings do not exceed two (2) hours, including a fifteen (15) minute refreshment break.

Sub-committees may be formed with interested CRG members, appropriate SUEZ staff, government agency representatives and / specialist consultants, to develop / discuss / comment on issues relevant to the facility which may require detailed consideration. Any recommendations generated by these sub-committees must, in the first instance, be presented to all CRG members.

7.3 Meeting Agenda

The administrative support officer, under the direction of SUEZ, will prepare and distribute an agenda to CRG members at least seven (7) days prior to each CRG meeting. The agenda will be prepared with consideration of:

- regular agenda items including agreement on previous minutes, report back on actions, site and environmental reports, Environmental Licence reports, SUEZ Environmental Report Hotline reports, etc.
- items proposed by SUEZ regarding developments at the site, issues and events; and
- items proposed by CRG members.

7.4 Minutes of Meetings

The administrative support officer will take minutes of each meeting. The minutes will summarise the discussion that occurred, agreements made and actions to be undertaken.

Minutes will not be a verbatim record of discussion. Attribution of comments to individuals will be recorded unless CRG members agreed that they do not want comments attributed to individuals.

Draft minutes, together with copies of any technical presentations, will be distributed to all CRG members within fourteen (14) days of the meeting. The minutes will be agreed upon at the next meeting and any changes required will be noted in the minutes of the next meeting.

Minutes of meetings will be made publicly available once confirmed by CRG members.

7.5 Actions and Timeframes

Actions agreed to be undertaken by the Chairperson, CRG members and SUEZ staff will be captured in the minutes, together with agreed timing for delivery and / or implementation. All

parties are generally required to undertake those actions to which they have agreed within the timing specified unless a reasonable explanation for the delay is given.

A report back on actions will be a standing agenda item at CRG meetings. All parties will be required to report back on the actions assigned to them. If unable to attend a CRG meeting, the member should provide the report for presentation to the CRG by their alternate representative or, in the case of an individual, provide the report to the Chairperson prior to the meeting.

Outstanding actions will be noted in the minutes and a written response shall be included in the minutes or the action item will be carried over to the following meeting.

7.6 Resourcing of the CRG

SUEZ will fund the conduct of CRG meetings, including venue hire (where applicable) and provision of refreshments.

SUEZ will appoint the Chairperson of the CRG and provide reasonable remuneration in recognition of the time involved.

A SUEZ selected delegate will prepare and distribute meeting agendas, attend and take minutes of meetings, prepare and distribute draft minutes of meetings and provide other administrative services as required.

8 Evaluation

CRG members will be requested to evaluate the value and effectiveness of the SUEZ community engagement process, the CRG and the Chairperson on an annual basis. The evaluation will include, but not be limited to, review and recommended changes to CRG supporting documentation, such as Terms of Reference, and comment on the role of the Chairperson.

The results of the evaluation will be made available to the CRG with recommendations agreed to address issues raised.

The final report, including evaluation results, recommendations and actions, will be made available to the EPA. CRG members will also be encouraged to provide a final report to their organisation.

9 Breach of these Terms of Reference

If a CRG member breaches these Terms of Reference, particularly in regard to communication with the wider community, SUEZ or the Chairperson may, exercising reasonable discretion, revoke the membership of the CRG member.