

Stakeholder Management Plan

CBESS (Cranbourne Battery Energy Storage) Project

October 2023

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1. Introduction

1.1 Purpose

This Stakeholder Management Plan is a sub plan that supports the project's main Project Management Plan (PMP), it will outline how Fluence as the EPC Contractor along with RJE BOP-C Contractor will identify, engage and communicate with its direct stakeholders throughout the project life cycle. This plan is a key component of project management and helps ensure that stakeholders' needs and expectations are met, and that potential issues are addressed in a timely and effective manner.

Key Reference Project Documents

- Fluence Project Management Plan
- RJE Project Management Plan
- RJE Complaints and Investigation and Response Plan

1.2 EPC Contract Reference Points

- EPC Contract – Schedule 3 Technical Specification
 - 4.4.7 Communication
 - 4.4.7.1 Stakeholder Engagement Plan
 - 4.4.7.2. Complaint investigation and Response Plan
- EPC Contract – Schedule 11 HSE and Social Requirements Schedule
 - 18 Project related community and social matters.

1.3 EPC Contractors Scope of Community Engagement

Fluence has no contractual or planning obligations under the EPC Contract or Project Governing documents to



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support or undertake any community engagements or initiatives, this role will be undertaken and managed directly by the client Cranbourne BESS Project Co Pty Ltd (Eku Energy), by way of the overarching Project Governance Plan, which is I the domain of the client.

However, under the EPC Contract Fluence is responsible for providing and maintaining a complaints interface throughout the life cycle of the project and will be in accordance with the Projects **Planning Permit – Section 14 – Complaints, 15 Publishing Information about Complaints Handling and 16 Complaints Register.**

Please refer to the following attached Appendix's

- **Appendix 1** – RJE Complaint Investigation & Response Plan
- **Appendix 2** – Planning Permit Extract
- **Appendix 3** – Rangebank Web Site Screen Shots

Further reference should be made to the Eku Energy Rangebank BESS Government and Community Engagement Plan

1.4 Planning Approval Conditions

Please refer to **Appendix 2** for an extract of the Planning Permit which outlines the project's specific requirements.

Aligning with the projects planning approval requirements, the project will be implemented.

- A dedicated project web site,
- A complaints and investigation response plan (Provided by this document and supporting RJE document



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- Complaints register that will record the complaint details (subject, time, and location) and the steps taken by the project to address the complaint to the satisfaction of all parties (an example of the complaints register is provided in **Appendix 4**)

The projects dedicated web site address is.

- <https://www.rangebankbess.com>

Please refer to **Appendix 3** for details and screenshots

The project website (and dedicated phone line) will be the main communication medium for the public or community to access information relating to the Projects Planning Approvals or send inquiries re the project, this also includes reference to the toll free 1800 number if they wish to raise any queries or complaints by phone.

The projects dedicated 1800 phone lines for stakeholders to communicate with team members is.

- **1800 954 615**

From time to time (at minimum quarterly) throughout the project lifespan the PMP will be reviewed and revised as necessary in consultation with the relevant internal stakeholders to comply with specific internal and project requirements, legislation, and standards.

4. LOCAL STAKEHOLDER ENGAGEMENT

4.1 **ENGAGEMENT APPROACH**

Fluence and Eku Energy will seek to keep the local community informed during the planning, construction, and operation of the works. Fluence and RJE will seek to understand and address local community concerns whatever they may be in relation to the work activities through planned and communicated information sessions at the commencement of construction and again before the project becomes operational, which will be managed



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by Eku Energy. A proactive and open approach to local community engagement will be undertaken. The following key principles will apply to all project engagement and communication, from which Fluence and RJE will support Eku Energy and take direction from them on approach.

- a proactive approach to local stakeholder engagement.
- respect will be always shown.
- ensure a two-way conversation between all local stakeholders.
- maintain regular contact and engagement with the local stakeholders.
- provide feedback to the local stakeholders on how their input has informed decisions and arrived at a suitable outcome; and
- record all significant contact with local stakeholders.

4.2 | COMMUNICATION

Effective communication between all key stakeholders is important for the successful implementation and operation of the Cranbourne Project. Specific communication mechanisms are outlined below.

4.2.1 INTERNAL COMMUNICATION

Channels are maintained within Fluence, RJE and the Project for internal communication of environmental aspects and project requirements at relevant levels throughout the organisation. These include meetings, regular reporting, and training programs.

Fluence and RJE will communicate relevant procedures and requirements to suppliers, customers and contractors via contractual agreements, regular meetings and training programs.

4.2.2 EXTERNAL COMMUNICATION

At various times specific information, relevant to environmental aspects and impacts, is communicated to



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external stakeholders, including the community and government authorities (as required). Fluence and RJE will maintain an external communication and complaints system which addresses and records communication from external stakeholders (the website, 1800 phone line and complaints book to be kept at the main gate). All external communications are undertaken in accordance with this system.

The Project, supported by Fluence, will be the proponent to speak to the public on behalf of this project, as detailed within the Project's Community Engagement Plan.

Although it is anticipated that the project will not generate significant stakeholder interest at a project level, The Project will continue to maintain its engagement with current neighbors to the site, local community and key local stakeholders with support from Fluence and RJE.

It is the role of Fluence and RJE to maintain its communication with Eku Energy and keep them as the project owner, fully informed of any issues and/or impacts that may arise at the site level.

This is to be regularly updated to ensure that any impacted stakeholders are able to be contacted providing as much time as possible to minimize the impact of the potential disruption to their businesses.

All communication will be kept up to date and available via the Fluence shared drive portal. Further project information, including current statutory approvals, contact details for complaints submission and project updates / news will also be maintained and available to the public through the project's Rangebank website, which will be maintained by Eku Energy

4.3 COMPLAINT RESOLUTION

To facilitate open communication and active complaint resolution, it is important that local stakeholders are able to raise issues and complaints in a formal way.

Concerns and issues raised are recorded and responded to in a timely and consistent manner, and in accordance with regulatory standards and company policies. The following are key principles adhered to by Fluence and the project in responding to issues or concerns raised by local stakeholders:



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- timeliness – complaints will be dealt with in a timely and efficient manner.
- sensitivity – ensure that both parties' feelings and perspectives are respected.
- fairness and impartiality – both parties will be afforded substantive and procedural fairness in the resolution process; and
- confidentiality – only parties directly involved in the complaint or those involved in decision making about outcomes will have access to information about the complaint.

Please refer to **Appendix 1** for RJE Complaint Investigation & Response Plan which applies to the resolution of complaints within the site boundary and the works delivery.

4.4 COMMUNICATION PROTOCOLS

Ekus Energy will keep the local community informed of the progress of the project via the Rangebank Project web site, Fluence and RJE will issue information as required to support this process.

The type of information that would be posted / shared is:

- Details of the project.
- Construction period and construction hours.
- Complaint and incident reporting and how to obtain further information; and
- How complaints received from the community will be recorded, monitored, and acted upon.
- Key events / milestones



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5. CONTACTING THE CRANBOURNE BESS PROJECT

The below contact details are available for any enquiries regarding the project:

5.1 PROJECT ENQUIRIES

Via the projects web site

<https://www.rangebankbess.com>

5.2 PROJECT COMPLAINTS

Via the projects web site

<https://www.rangebankbess.com>

Or

Via the projects

1800 954 615

5.3 Appendixes

- **Appendix 1** – RJE Complaint Investigation & Response Plan
- **Appendix 2** – Planning Permit Extract
- **Appendix 3** – Rangebank Web Site Screen Shots



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Appendix 1 – RJE Complaint Investigation & Response Plan



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RANGEBANK 200MW BESS PROJECT COMPLAINT INVESTIGATION & RESPONSE PLAN

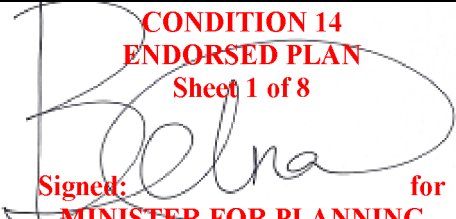
Client Doc Ref: 0962-PLN-GEN-90-002

PLANNING and ENVIRONMENT ACT
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PERMIT NO. PA2015622

CONDITION 14
ENDORSED PLAN
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Signed:  for
MINISTER FOR PLANNING
Date: 10 August 2023

4	04/08/2023	Approved for Construction – Appendix A Updated	SLH	SLH	JNB	RAJ	Fluence
3	02/08/2023	Approved for Construction	SLH	SLH	JNB	RAJ	Fluence
2	03/07/2023	Approved for Construction	SLH	SLH	JNB	RAJ	Fluence
1	30/06/2023	Approved for Construction	SLH	SLH	JNB	RAJ	Fluence
0	05/06/2023	Approved for Construction	SLH	SLH	JNB	RAJ	Fluence
A	27/04/2023	Issued for Approval	SLH	SLH	JNB	RAJ	Fluence
Rev	Date	Description	Prepared	Compliance	WHS Manager	Director	Client
DOCUMENT NUMBER							
Project Number	Discipline	Doc Type	Doc Sub Type	Sequential Number	Document Number	Rev	
5668	0	1	2	0005	5668-012-0005	4	

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1 INTRODUCTION

1.1 Purpose & Scope of Plan

This plan applies to all staff receiving or managing compliments, feedback or complaints from the public, made to or about RJE Global and any work we are undertaking regarding our services, staff and/or the handling of complaints. Compliments, feedback and complaints may be received in any format i.e. written, electronic, by phone or face to face. This plan has been written in alignment with the requirements of AS10002:2022 Guidelines for complaint management in organisations).

Effective resolution of complaints enables clients, stakeholders and employees to participate in overall improvement in various areas. Everybody is encouraged and supported to make a complaint in a way that is comfortable for them, stake holders, clients etc and supports to better meet their needs and expectations. However, wherever possible RJE Global seeks to resolve complaints quickly and effectively, without recourse to formal processes. Data gathered during through the complaints resolution process helps to shape and inform RJE policies and processes. Complaints may involve multiple parties and areas of concern and it is not always possible to meet everyone's expectations. However, the overarching principles outlined in this document apply, and a consistent, fair and transparent approach to providing resolution will be taken at all times. This policy aligns with the requirements set out in the Planning Permit reference PA2101362-1.

1.1 Scope of Work and associated services

The scope of work for this Contract shall include the design, engineering, procurement, factory inspections and testing, delivery to site, construction, start up / energisation and commissioning of a 200MW, 400 MWh Battery Energy Storage System (BESS) connecting via a 220kV underground cable to the Ausnet Cranbourne Terminal Station.

The project will be delivered as detailed in the Specification, including but not limited to the following summary of the key physical components of the scope of work for the project:

- Provision of labour, supervision, sub-contract management, materials and equipment, material handling and control associated with the construction of the BESS Project
- Procurement, transportation and delivery of all equipment and materials (except for Fluence Free issued items)
- Provision of Construction Methodology Plans, Site Safety Plan, Transport Management plan, Environment Management Plan, Construction and Testing ITPs and Electrical certificates
- Design, procure and installation and testing of the Civil and Electrical works for the substation and overall BESS facility, including -
 - 220kV Substation, Control Building and associated equipment
 - 33kV Underground supplies to the BESS
 - Commissioning works (Fluence to commission their systems as per exclusions)
- Connection works at the AusNet Terminal Station
- Obtaining permission to use the Ausnet Transmission Line easement for temporary construction purposes

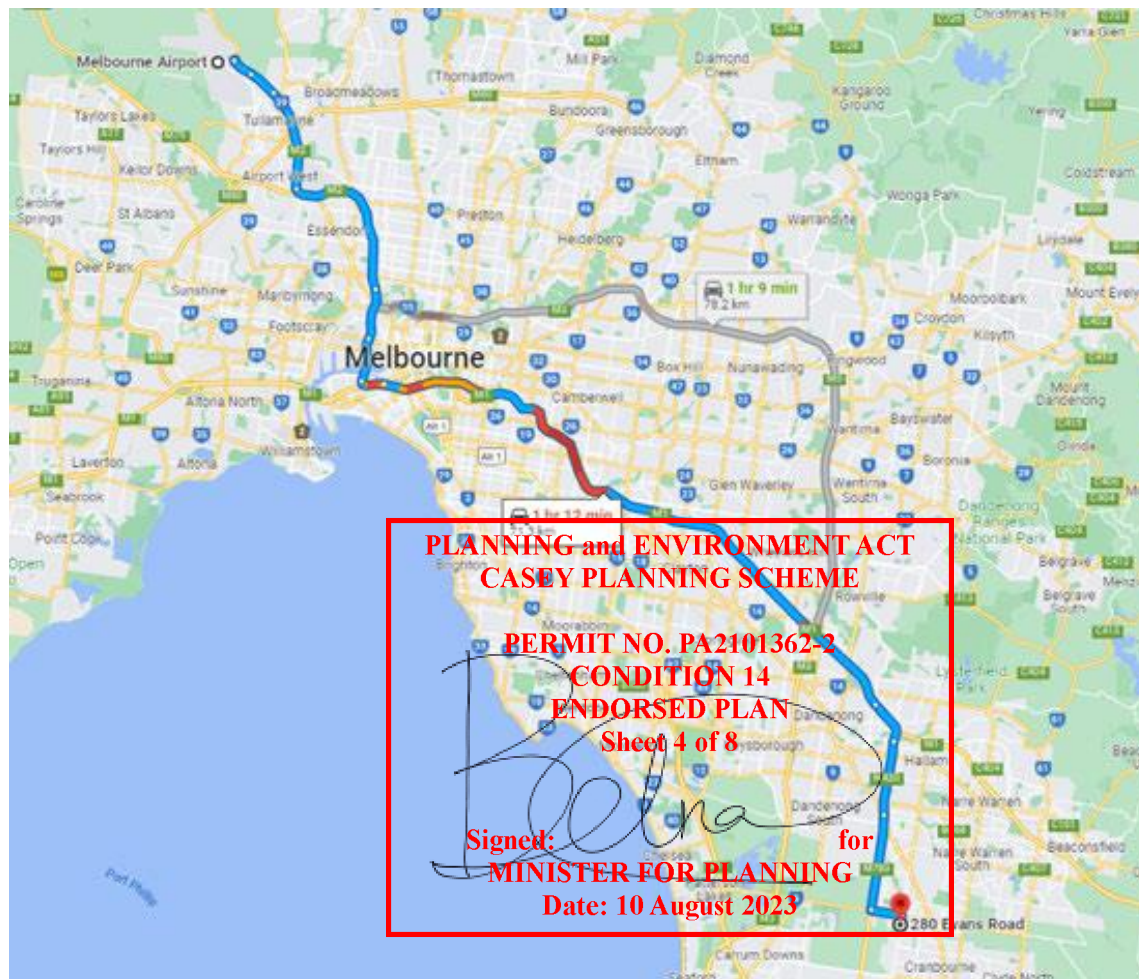
The scope of services for the project team includes the following activities within the defined battery limits:

- Project management, including the management and control of budget (costs), schedule, design, procurement, quality, risk, resources, stakeholders, safety and the environment
- Procurement and logistics of equipment, bulk materials and consumables
- Equipment transport, crange and logistics for the project
- Provision of all labour, plant, equipment, supervision and all other items necessary to perform the work as detailed under the head contract, typically for:
 - surveys
 - earthworks
 - piling/ piers and detailed civil works
 - structural, mechanical and piping (including small bore piping)
 - supply and installation of high voltage (HV) medium voltage (MV) and low voltage (LV) electrical works.

1.2 Project Overview and site location

The project is located 400m west-side of the Cranbourne Terminal Station ('CBTS'). The BESS system is located within a newly developed commercial estate off Evans and Thompson roads in Cranbourne Victoria. Approximate GPS co-ordinates of the site are -38.085547, 145.260089

The address as per the Planning Permit is 280 Evans Road Cranbourne West VIC 3977



2 RESPONSIBILITIES REGARDING COMPLAINTS HANDLING

All RJE Employees will be supported to know about and work in accordance with this policy. RJE Employees with direct responsibility for handling complaints will be supported and trained in their role, to ensure they develop an in-depth knowledge of operations within their respective departments, as well as an understanding of the broader activities across the entire RJE operations.

Directors - will promote a culture that values complaints, their effective resolution and continuous improvement.

Chief Operating Officer – will promote a culture that values complaints, their effective resolution and continuous improvement.

Senior Management Team – will support effective complaints management and drive improvements through analysis of complaints data. Senior Managers – will provide regular reports on issues arising from complaints handling and ensure any recommendations and commitments are followed through and implemented. All Senior Management Team to ensure that all complaints are received by the RJE Compliance Manager for registering into the RJE IMS.

Complaint Handling Employees– will demonstrate exemplary complaint handling practices gained through appropriate ongoing training, support and collaboration.

All employees – will be aware of and able to communicate RJE Globals complaint handling procedures, understand their responsibility to be alert to complaints, and assist employee handling complaints to resolve matters promptly.

3 MANAGING COMPLAINTS

3.1 Responsiveness

RJE shall promptly acknowledge each complaint received, within 24 hours of receiving where possible.

A toll free number of **1800 954 615** has been set up and will be made available to the public and displayed on boundary fences as appropriate for any complaints or feedback that may be received during the course of the project.

The template in Appendix A will become a controlled document within RJE's IMS and will be numbered 5668-0000-001 Complaints Register. This can be added to directly upon receiving and logging a complaint.

RJE will assess complaints and give appropriate priority in accordance with the urgency of the issues raised.

Complainants should be advised, as soon as practicable, where RJE is unable to deal with either part or all of the complaint.

RJE will deal with complaints efficiently. Where set timeframes cannot be met, internal escalation systems will be used.

RJE will aim for a time frame of 3 days to action and close out the complaint.

RJE will actively manage the expectations of complainants. This includes advising complainants about:

- The complaint process
- The expected timeframes for its actions
- Their likely involvement in the process; and
- The possible or likely outcome of their complaint, where practicable.

Any complaint received will be managed in an impartial and unbiased manner. Conflicting interests should not interfere with or be reasonably perceived to interfere with the management and outcome of complaints. For example, RJE's complaint management system would provide avenues for review of the complaint outcome by people other than the original decision maker.

Where appropriate, RJE will defer actions that may have significant detrimental impact on the complainant until their complaint (or review) has been finalised.

3.2 Privacy and disclosure

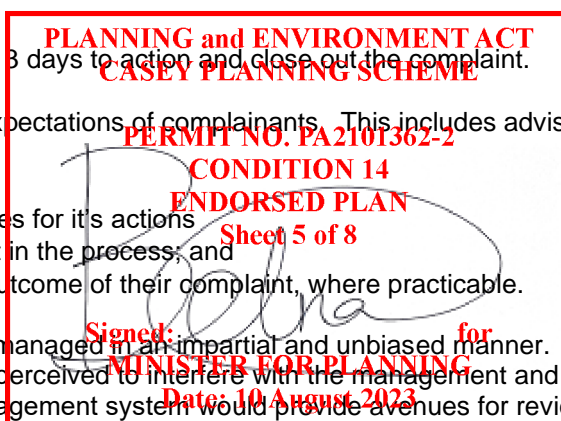
Personally identifiable information about any individual should only be used in compliance with all relevant privacy laws and ethical obligations when managing a complaint.

3.3 Communication

To facilitate early resolution, frontline staff and staff handling complaints will have access to clear and simple information to inform their effective communication with complainants.

3.4 Continuous Improvement

Responding to and learning from complaints will be an essential part of RJE's commitment to continual quality improvement (reference to RJE's continual improvement procedure is 0000-001-0015).



4 PROCESS FOR REGISTERING COMPLAINTS

Upon receiving a complaint (or compliment), this is to be registered into RJE's Integrated Management System (IMS) using the complaints register as shown in appendix A.

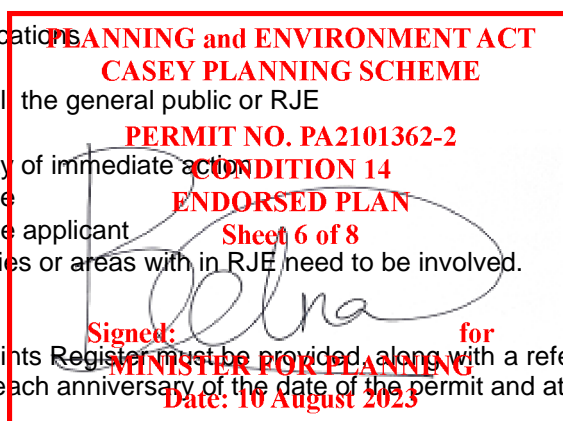
This will then be raised with the General Manager for Construction Operations in the weekly planning meetings. Where the 3 day turn around doesn't align to deal with the complaint then a phone call is to be made to the Construction Operations Manager or RJE's Compliance Manager to determine how best to remedy the complaint. The complaint shall be tracked until it's finalised and closed out.

The record of complaint should, at a minimum identify the following:

- Receipt / Item Number for the complaint
- Time and Date of the incident
- The complainants contact information (where provided)
- Issues raised by the complainant
- Outcomes sought by the complainant
- Effectiveness of the resolution
- Any other information needed to properly respond to the matter
- Any support requirements needed by the complainant.

Further RJE need to carry out initial assessment of the complaint which should consider criteria such as:

- Severity
- Health and safety implications
- Complexity
- Impact on the individual the general public or RJE
- Potential to escalate
- The need and possibility of immediate action
- Jurisdiction, if applicable
- Outcomes sought by the applicant
- Whether other companies or areas within RJE need to be involved.



A complete copy of the Complaints Register must be provided, along with a reference map of complaint locations, to the Minister for Planning on each anniversary of the date of the permit and at other times upon request.

4.1 Frontline staff

For complaints made directly to frontline staff in circumstances where it is not reasonably practicable for them to record the complaint at the time the complaint need not be recorded if:

- The complaint is appropriately addressed through immediate discussion, or
- The frontline staff otherwise provides the customer with appropriate contact details for making a complaint to RJE.

4.2 Auditing & Senior Management Review of Complaint Management System

Auditing of the Complaint Management System will be carried out as part of the quarterly audit review process (reference document 0000-099-0155) and the Senior Management Team will also be updated with all complaints that have been received per quarter and how they have been dealt with and closed out.

5 APPENDIX A – COMPLAINTS REGISTER



[illegible]

Appendix 2 – Planning Permit Extract

Complaint Investigation and Response Plan

14. Before development starts, excluding site preparation works, a Complaint Investigation and Response Plan (CIRP) must be submitted to, approved, and endorsed by the responsible authority. Once endorsed, the CIRP will form part of the permit the CIRP must:
- Respond to all aspects of the construction and operation of the BESS facility.
 - Be prepared in accordance with Australian/New Zealand Standard AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations.
 - Include a process to investigate and resolve complaints (different processes may be required for different types of complaints).
 - The endorsed CIRP must be implemented to the satisfaction of the Minister for Planning.

Publishing Information about Complaints Handling

15. Before development starts, the following information must be made publicly available and readily accessible from the BESS facility project website, or another publicly available resource to the satisfaction of the Minister for Planning:
- A copy of the endorsed CIRP.
 - A toll-free telephone number and email contact for complaints and queries to the BESS facility operator.

Complaints Register

16. Before development starts, a Complaints Register must be established which records:
- The complainant's name and address (if provided).
 - A receipt number for each complaint, which must be communicated to the complainant.
 - The time and date of the incident, and operational conditions at the time of the incident.
 - A description of the complainant's concerns.
 - The process for investigating the complaint, and the outcome of the investigation, including the actions taken to resolve the complaint.
17. All complaints received must be recorded in the Complaints Register.
18. The complete copy of the Complaints Register must be provided, along with a reference map of complaint locations, to the Minister for Planning on each anniversary of the date of this permit and at other times on request.



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Appendix 3 – Rangebank Web Site Screen Shots



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Rangebank BESS

The Rangebank BESS (Battery Energy Storage System) is an industrial scale BESS to be located in Cranbourne West, Victoria, Australia. It will provide 200MW / 400MWh capacity of reliable and flexible energy solutions.



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About the Rangebank BESS

Rangebank BESS, located in the Rangebank Business Park, will be connected to the electricity grid through the adjacent, AusNet operated, Cranbourne Terminal Station.



Artists rendering of the Rangebank BESS supplied with permission by Fluence.

Battery Storage

Battery storage is an essential enabler of the energy transition, helping to match renewable generation to demand. The Rangebank BESS will increase Victoria's renewable energy hosting capacity while providing essential system services aiming to support the safe, secure and reliable operation of Australia's power system. Once fully operational, the Rangebank BESS will have the storage capacity to power the equivalent of 80,000 Victorian homes for an hour during peak periods.



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Rangebank FAQ

Your questions, answered.



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Contact

We are proud to be developing the Rangebank BESS in the Cranbourne community and welcome your feedback on this project.

We Welcome Your Feedback

If you would like to contact a member of our team directly to ask a question or discuss matters about this development, please call us toll free on the number below or send us an email.



Email

Send email directly to the address here or use our contact form.

contact@rangebankbess.com



Toll free

Call free and speak to one of our advisors.

1800 954 615



Address

2805 Evans Road, Cranbourne West


[Get Directions >](#)



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Appendix 4 – Example Complaints Register

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