

# Land Access Protocol



Part of Energy Queensland

**Ergon Energy Network respects and values landholders and understands the importance of their cooperation to our business. We are committed to developing and maintaining respectful and cooperative relationships with landholders whose properties we access to carry out our works on our network.**

## **Ergon Energy Network and Landholders**

When engaging with landholders and accessing properties, we commit to:

- Support open and transparent communication and understanding between Ergon and landholders
- Provide discussion prompts between Ergon and landholders for collaboration during the engagement process
- Fairly and equitably safeguard the interests of landholders whilst providing us with the access to land needed to meet its business requirements
- Ensure consistency in our activities in relation to land access and the expectations set under the Queensland Government's Land Access Code.

## **Guiding Principles for Land Access**

To meet these commitments, we have developed a set of overarching Guiding Principles for Land Access that applies to new project works as well as maintenance and vegetation management activities.

Our Guiding Principles for Land Access include:

- Communication and Consultation
- Use of land
- Use of roads and tracks on a landholder's property
- Biosecurity and weed management
- Fire – managing risks, safety and protection of assets
- Safe use of public roads and access tracks
- Managing fences, gates and grids
- Damage to property and remedial action
- Confidentiality

## **Communication and Consultation**

We will behave respectfully, courteously, professionally and in good faith at all times, irrespective of whether we have a formal access right (eg. easement). Where appropriate, landholders will be provided with contact details of an Ergon representative who can be contacted for any questions or issues throughout all activities.

Landholders will be provided with an update of any significant changes to planned activities or timing. Landholders are encouraged to advise us of any concurrent 'third party' activities on their land (e.g. resource companies) so that our activities can be coordinated with them to minimise impacts on the landholder.

## **Use of Land**

Landholder's private assets and infrastructure are off-limits to our staff and contractors, unless access or use has been granted by the landholder or access is required to maintain electrical safety. While on a landholder's property, we will take all reasonable measures to minimise interference, disturbance, injury or damage to:

- any land or other property of the landholder
- livestock or improvements on the relevant land or the surrounding area
- the landholder's use of the land
- the landholder and people authorised by the landholder to be on their land
- the native environment, including any flora and fauna or cultural heritage (unless authorised under an associated permit, approval or licence).

When accessing a landholder's property, our staff and contractors will carry information of a sufficient nature to identify who they are and will inform landholders of the activities they are carrying out.

### Use of Roads and Tracks

Where practicable, our vehicles will use existing roads and access points, tracks, designated work areas or set-down areas. Specialised entry requirements and access conditions agreed with landholder will be recorded. This may include slashing tracks or work areas for cultural heritage inspections. A copy of the agreed entry conditions will be provided to the landholder. Access and driving is to be conducted to suit the prevailing conditions and to minimise noise and dust. Our vehicles will give way to livestock.

### Biosecurity and Weed Management

All reasonable actions will be taken to ensure that, in carrying out our activities, we do not spread weeds, pests or pathogens. This is managed through our policies and work instructions which are available on request. Our biosecurity management practices comply with the *Biosecurity Act 2014* and the duty of care obligations required under the *Environmental Protection Act 1994*. Clean down records will be kept with vehicles and records of vehicle movements between clean downs maintained. Landholders can inspect these records on request when we enter their property.

### Fire - Risks, Safety and Protection of Assets

The risk of our activities resulting in a fire is considered very low. As required for specified works we will seek information from landholders about fire risks of their property and any management practices needed as part of the Environmental Impact Assessment process. We will observe all official restrictions and reasonable landholder requests regarding the lighting of fires.

### Safe Use of Public Roads and Access Tracks

We value safe driving and require our staff to operate vehicles in accordance with the law and comply with all reasonable instructions. This is to ensure safe working environment for both staff and other users of public roads and access tracks. Our vehicles, including those of contractors, are to be easily identified with signage.

We encourage any member of the public to report any concerns about road safety to us for investigation. Any

road safety concerns will be discussed with landholders - this may include speed restrictions which apply on private roads, the location of school bus zones and routes, and minimising disturbance from noise and dust. We will consult with key stakeholders, including Councils and the State Government, as appropriate to determine whether a plan for managing construction traffic on local and State roads should be developed.

### Managing Fences, Gates and Grids

Measures will be taken to ensure that all gates, fences and grids are left as found, unless otherwise advised by the landholder. If gate status is inconsistent with signage or associated documentation, then the landholder will be contacted for clarification.

### Damage to Property and Remedial Action

If in carrying out our activities we inadvertently damage or have an adverse impact to landholder's property (including fences, gates, grids and access track infrastructure), or result in any interference, disturbance we will:

- implement immediate measures to control the situation (eg. stock movement through a damaged fence section)
- promptly notify the landholder and provide information on the proposed repairs we will carry out (including timeframes). If requested by the landholder, provide a copy of this commitment to the landholder in writing.
- record information about the damage and action to be taken to remediate
- arrange for the damage to be repaired or restored promptly or as agreed with the landholder
- ensure the repair meets reasonable landholder requirements.

Any damage caused to land will be remediated to a standard equivalent to the surrounding land-use, without compromising the safety or security of our distribution network.

### Confidentiality

We value the importance of privacy and discretion with respect to the information gathered during our activities. Our practices are designed to comply with privacy related obligations contained within *The Privacy Act 1988* and the *Australian Privacy Principles and Information Privacy Act 2009*.

<b>General enquiries</b> (7am - 5.30pm Mon - Fri)	<b>13 74 66</b>
<b>Faults only</b>	<b>13 22 96</b>
<b>Life threatening emergencies only triple zero (000) or</b>	<b>13 16 70</b>

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