

Southland Wind Farm

Stakeholder Communication and Engagement Management Plan for the Construction and Operational Phases

REVISION CONTROL

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DOCUMENT DISTRIBUTION

Name	Position	Organisation

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1 Introduction

The Stakeholder Communication and Engagement Management Plan (SCEMP) outlines the procedures for communicating and engaging with the public and stakeholders throughout the construction and operation of Contact Energy Limited's (Contact) Southland Wind Farm (SWF). This is to be achieved through:

- Establishing a Community Liaison Group,
- Outlining the Project's communication channels and platforms,
- Establishing a complaints procedure,
- Managing the Community Benefit Fund, and the structure to distribute this fund,
- Outlining the process for monitoring and reviewing the SCEMP.

This draft SCEMP is a working version of this document and is intended to outline the approach for stakeholder communication and engagement for the Southland Wind Farm. Upon granting of the approvals sought for the Southland Wind Farm under the Fast-track Approvals Act 2024 (FTAA) and the project moving into the next phase, the plan will be reviewed and updated accordingly. Community involvement is a key aspect, and as required by the proposed conditions of consent, the Community Liaison Group, once established, will further define and refine this management plan to ensure it meets community needs and objectives.

2 Objectives of the SCEMP

The primary objective of the SCEMP is to set out the procedures detailing how the public and stakeholders will, as a baseline starting point, be communicated with throughout the construction and operation of the Southland Wind Farm. In achieving this objective, the SCEMP will:

- Ensure effective communication and engagement with stakeholders and the public; keeping them informed about the Project's progress and activities; and acknowledging and seeking to address any of their concerns. One of the key mechanisms to achieve this is through an effective Community Liaison Group.
- Outline the role and function of the Community Liaison Group, and how the Contact proposes to establish this group.
- Describe the Community Benefit Fund and the framework for distribution of these funds, principally through the Community Liaison Group
- Describe a procedure to address complaints.

3 Community Liaison Group

3.1 Purpose and Objectives

The objective of the Community Liaison Group is to facilitate information flow between the Contact SWF Project team and the community and will be an on-going point of contact between Contact and the community. Its purpose and functions include:

- Acting as a forum for community questions, concerns, and requests for information about the construction and operation of the Project.
- Acting as a forum to ensure that opportunities for community benefit and involvement are identified throughout the life of the Project.

- Developing and managing acceptable means of addressing (where possible) community questions or concerns and reviewing the implementation of measures to resolve and manage them.
- Administering the Community Benefit Fund, including determining how the fund will be operated.

3.2 Terms of Reference

The Terms of Reference will outline the Community Liaison Group's purpose and functions, including:

- Acting as a communication channel between the community and the project management team.
- Ensure that opportunities for community benefit and involvement are identified throughout the life of the Project.
- Addressing and managing community concerns and reviewing and implementing measures to resolve them.
- Administering the Community Benefit Fund.
- Determining the conduct of and frequency of meetings and a process to appoint a Chair to run the meetings.

3.3 Contact Energy Responsibilities

Contact Energy, as the consent holder will:

- Convene, arrange, adequately resource, and cover the costs of attendance at the Community Liaison Group meetings.
- Provide Community Liaison Group members with relevant and up-to-date project information.
- Be represented by members of the Contact SWF project team who have an appropriate level of responsibility and authority.
- Listen to and respond in good faith to any questions or concerns raised by the community or stakeholders through the Community Liaison Group.
- Consult with and share drafts of the following management plans with the Community Liaison Group for comment at least 15 days prior to submitting them to the relevant councils.
 - The Stakeholder Communication and Engagement Management Plan.
 - Construction Environmental Management Plan (CEMP);
 - Terrestrial and Wetland Ecological Management Plan (TEMP);
 - Riparian Offsetting Management Plan;
 - Archaeological Management Plan (ArMP); and
- Keep and distribute minutes of the Community Liaison Group meetings to all participants.

3.4 Community Benefit Fund

The Community Liaison Group plays a crucial role in supporting the Contact SWF project team in the administration and management of the Community Benefit Fund. Key responsibilities and functions of the Community Liaison Group in relation to the fund are outlined in the sections below.

3.4.1 Administration

- **Overseeing the Fund:** The Community Liaison Group is responsible for overseeing the administration of the Community Benefit Fund, ensuring that it is managed transparently and effectively, and in accordance with its purposes, guidelines and consent conditions.
- **Determining Operation:** The Community Liaison Group helps Contact determine how the fund will be operated, including setting guidelines for grant applications, the review of applications and making decisions about fair and equitable distributions in accordance with its purposes, guidelines and consent conditions.

3.4.2 Consultation and Decision-Making

- **Consultation:** The Community Liaison Group will meet to discuss, assess and recommend applications for projects or initiatives that should receive funding.
- **Decision-Making:** While the final decision on grant distribution lies with Contact, it shall have particular regard to the Community Liaison Group's recommendations.
- **Facilitating Input:** The Community Liaison Group is a forum for community members to voice their needs and priorities, ensuring that the fund addresses relevant and impactful projects.
- **Feedback Mechanism:** The Community Liaison Group provides a structured mechanism for the community to give feedback on the use of the fund and suggest improvements.

3.4.3 Monitoring and Reporting

- **Monitoring Use:** The Community Liaison Group monitors the use of the fund to ensure that grants are used fairly, appropriately and effectively for the intended purposes.
- **Reporting:** The Community Liaison Group may be involved in reporting on the outcomes and impacts of funded projects, providing transparency and accountability to the community.

3.4.4 Promoting the Fund

- **Raising Awareness:** The Community Liaison Group helps raise awareness about the availability of the fund and may encourage local organisations and individuals to apply for grants.
- **Supporting Applications:** The Community Liaison Group may assist potential applicants in understanding the application process and criteria, with the objective of making the process for them to access funding as accessible as possible.
- By fulfilling these roles, the Community Liaison Group ensures that the Community Benefit Fund is used in a way that maximises its positive impact on the local community, with an aim of fostering trust and collaboration between the project team and residents.

Refer to section 4 for detailed information on the community fund.

3.5 Membership

Contact will invite the following parties to participate in this group:

- A representative of the Southland District Council, Southland Regional Council and Gore District Council;
- A representative from the Waihopai Toetoe Community Board; and
- Four local residents.

Membership will also include representation from the Contact SWF project team.

For the purposes of the Community Liaison Group, a local resident is defined as someone residing within the mesh blocks of the Waimumu-Kaiwera, Clinton, and Wyndham-Catlins statistical areas, as identified on the Statistics

New Zealand Geographic Boundary Viewer (refer to Image 1 below). The Community Liaison Group and the makeup of the membership is essential for ensuring transparent and effective communication between the Contact SWF project team and the community to address concerns, foster positive relationships, and assist in management of the Community Benefit Fund.

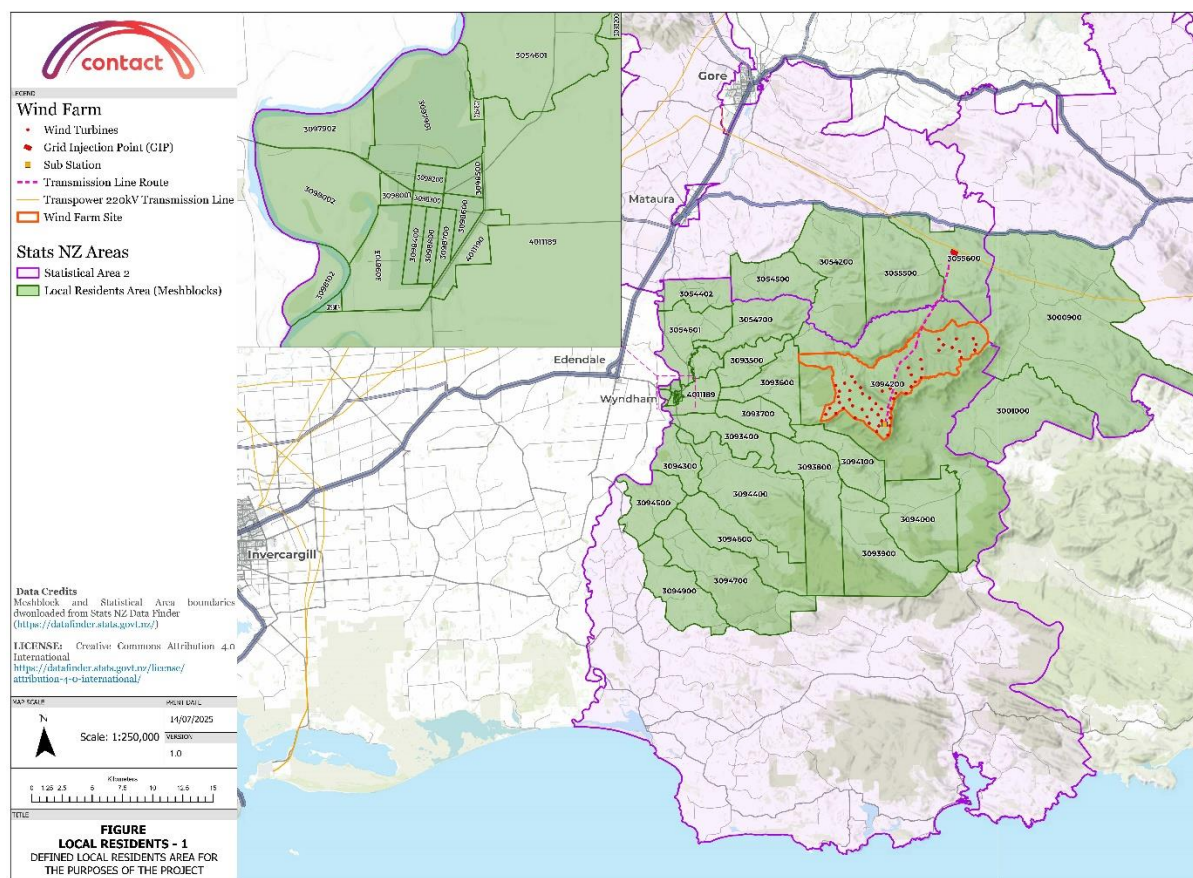


IMAGE 1: MAP IDENTIFYING WAIMUMU-KAIWERA, CLINTON AND WYNDHAM-CATLINS STATISTICAL AREA AND MESH BLOCKS.

3.6 Meetings

Meetings will be held at a minimum every six months or as otherwise agreed upon in the Terms of Reference and in consultation with the Community Liaison Group once it is established. It is anticipated in the initial phases of the project that the frequency of meetings may be more regular to enable regular exchange of information between the project and the community.

Contact will be responsible for organising and covering the costs of these meetings. An independent person will chair the meetings unless otherwise agreed upon by the members of the Community Liaison Group.

3.7 Establishment of the Community Liaison Group

At least three months prior to the commencement of the construction of the Southland Wind Farm, Contact will establish the Community Liaison Group via publication of a public notice through the appropriate news channels utilising both online and traditional forms of communication. It is envisioned the project team will also seek advice from the Waihopai Toetoe Community Board on methods to reach members of the community to ensure appropriate local representation is achieved.

4 Community Benefit Fund

Prior to the commencement of construction activities, Contact will in accordance with the conditions of consent, establish a Community Benefit Fund for the purpose of providing grants for the benefit of the local community. The Community Benefit Fund will continue for the lifetime of the operation of the Southland Wind Farm. Grants from the Community Benefit Fund will be distributed in consultation with the Community Liaison Group. Contact will retain overall discretion as to who these funds are distributed, however Contact shall not unreasonably withhold distribution of grants that are recommended by the Community Liaison Group.

Prior to commencement of construction activities Contact's initial contribution into the Community Benefit Fund will be \$200,000. Following this, annual contributions of a minimum of \$70,000 per year, indexed for inflation, will be contributed during construction and operation of the Southland Wind Farm, with an additional \$250 per year for every MW above 200 MW of installed capacity.

Grants will be distributed following recommendations by the Community Liaison Group to the Contact SWF project team and with Contact's agreement, prioritising applications from within the Waimumu-Kaiwera, Clinton, and Wyndham-Catlins area as identified on the Statistics New Zealand Geographic Boundary Viewer (Image 1).

5 Communication Platforms

A dedicated Project website has been established to provide up-to-date information about the Southland Wind Farm project. This website includes contact details and a local telephone number for inquiries. The website will be regularly reviewed and updated as required to reflect the different project stages. It is also envisioned the project website will provide a platform for information on the Community Liaison Group and the Community Benefit Fund.

A link to the Project website is here [Southland Wind Farm](#).

Where appropriate, public notices will also be used to facilitate communication, including when establishing the Community Liaison Group, or when important updates on the project will occur. Once the Community Liaison Group has been established, one of the many functions of the Community Liaison Group will be to review the SCEMP, including identification of relevant communication platforms.

6 Topics of Communication

The topics of communication will be confirmed by the Community Liaison Group, and are intended to include project updates and milestones, construction schedules and activities, environmental impacts and mitigation measures, details of the Community Benefit Fund, and responses to community concerns and complaints. Additionally, once established, the Community Liaison Group is expected to contribute to the topics discussed at meetings.

Communication will also be managed in accordance with the other management plans for the Project, in particular the Construction Environmental Management Plan (and associated management plans).

7 Complaints Procedure

The Complaints Procedure is designed to receive, investigate and address any complaints received during the construction and operation of the Southland Wind Farm. This procedure ensures that all complaints are handled promptly, transparently, and effectively. The complaints procedure includes a process for handling complaints and format for maintaining a register of the complaints, including specific information to be logged and reported.

7.1 Complaints Handling Process

- **Receiving Complaints:** Complaints can be received via the project website ([Southland Wind Farm](#)), dedicated telephone number (0800 268 236), email (windprojects@contactenergy.co.nz), or in person to a member of the Contact SWF project team.
- **Acknowledgment:** All complaints will be acknowledged within 24 hours of receipt.
- **Investigation:** The project team will investigate the complaint to determine its validity and identify the cause of the issue, and to identify any corrective actions required to mitigate the complaint/issue.

- **Response:** A response will be provided to the complainant as soon as practical, detailing the findings of the investigation and any corrective actions taken or planned.
- **Follow-Up:** Follow-up actions will be taken as necessary to ensure the issue is resolved and to prevent recurrence where appropriate.

7.2 Complaints Register

A Complaints Register will be maintained to log all complaints. The register will include the following information:

- **Details of the Complaint:** Description of the complaint, including the nature of the issue.
- **Date and Time:** When the complaint was received and when the incident occurred.
- **Weather Conditions:** Relevant weather conditions at the time of the incident, if applicable.
- **Photographs:** Any photographs provided by the complainant or taken by the project team.
- **Duration:** The duration of the incident that led to the complaint.
- **Location:** The location of the complainant when the incident was detected.
- **Possible Cause:** An assessment of the possible cause of the incident.
- **Other relevant details** provided by the complainant or identified by the investigating person.
- **Corrective Action:** Details of any corrective action taken by the Consent Holder in response to the complaint, including the timing of the action.
- **Outcome:** A summary of the outcome of the complaint, including any follow-up actions.

7.3 Reporting and Transparency

Contact will maintain a record of complaints and (subject to privacy requirements) make this available to the Community Liaison Group and the relevant regional and district councils upon request. This is offered to:

- Ensure transparency about community issues.
- Foster trust and accountability.
- Allow relevant authorities to monitor how complaints are handled and whether appropriate actions are taken.
- Help identify recurring issues or areas for improvement through complaint analysis.
- Encourage best practice project management and community relations.
- Demonstrate a commitment to addressing community concerns.
- Enhance the relationship between the project team and the local community.

Subject to privacy requirements a summary of the Complaints Register including responses to the matter identified, will be presented and discussed at Community Liaison Group meetings and will be made available to the relevant District and Regional Councils upon request.

7.4 Monitoring and Review

The Complaints Procedure and the frequency of its reviews will be considered by the Community Liaison Group, and if required, amended.

The purpose of the review is to provide feedback on the complaints handling process to enhance its effectiveness with Contact responsible for making necessary updates. This ensures that all complaints are handled in a timely, transparent, and effective manner, fostering a positive relationship between the SWF project team and the community.

8 Monitoring and Review of the SCEMP

Upon establishment of the Community Liaison Group, the SCEMP will be reviewed and updated to ensure the plan meets the requirements of the local community. Regular reviews will be conducted to maintain its effectiveness, and updates will be made as necessary, in consultation with the Southland District Council where required, in accordance with the consent conditions. The frequency of these reviews will be determined by the Community Liaison Group on establishment.

9 Relevant Contact Details

[Placeholder section for the details of the members of the Community Liaison Group, a contact person available on the Project Site during construction of the Project, and list of stakeholders and residents who agree to be communicated with in relation to project activities (SC2(a)-(c))]

9.1 Community Liaison Group Members

[to be confirmed]

9.2 Project Site Contact Details

[to be confirmed]

9.3 Stakeholders and Residents to Communicate Project Activities

[to be confirmed]