

Social Impact Management Plan

Quarterly Monitoring Report

HumeLink West

Transgrid
Date 10/07/2026

Document approval

Revision	Date	Description	Prepared by	Reviewer	Approver
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1. PURPOSE OF QUARTERLY REPORT

This report has been prepared to satisfy the [Minister's Condition of Approval \(MCoA\)](#) for NSW project SSI-36656827, - Part B - Specific Environmental Conditions - General Condition B61 (h)(vi) Quarterly Reporting against the HumeLink West Social Impact Management Plan (SIMP).

The HumeLink West Joint Venture (UGL-CPB) is required to monitor, evaluate and publicly report on the effectiveness of the management and enhancement measures described in the SIMP. To view the plan, visit: [humelink-west-social-impact-management-plan.pdf](#).

Key performance indicators (KPIs) will assess implementation of the SIMP and the extent to which the HumeLink West JV commitments and conditions are being met. KPIs have been developed against priority social impact action areas, as defined through the HumeLink Environmental Impact Statement (EIS), and subsequent stakeholder and community consultation. This quarterly report monitors project progress against the nominated social impact KPIs.

2. PROJECT OVERVIEW

HumeLink is one of the largest energy infrastructure projects in NSW and will deliver approximately 365 km of new 500 kilovolt (kV) transmission line connecting Wagga Wagga, Bannaby and Maragle and includes new and upgraded infrastructure at four substations.

The HumeLink project, a critical part of Australian Energy Market Operator's (AEMO) Integrated System Plan (ISP), is a once-in-a-generation investment in Australia's high voltage transmission network and is planned to support the transition to a low emissions generation portfolio. HumeLink will reinforce Transgrid's transmission network in southern NSW to improve the flow of electricity from new generation sources in southern and western NSW to major demand centres in the State, and to customers across the National Electricity Market (NEM).

The HumeLink project is geographically split in two major contract packages, HumeLink East and HumeLink West. HumeLink West includes 140 km of 500 kV transmission lines and new or upgraded infrastructure at three substations, and HumeLink East includes 225 km of 500 kV transmission lines and upgrade works at one substation.

The HumeLink project will be delivered on behalf of Transgrid by:

- HumeLink West: UGL Limited and CPB Contractors Joint Venture (HLWJV)
- HumeLink East: Acciona and GenusPlus Group Ltd Joint Venture (HLEJV).

An overview of the HumeLink West scope of works is shown in Figure 1.

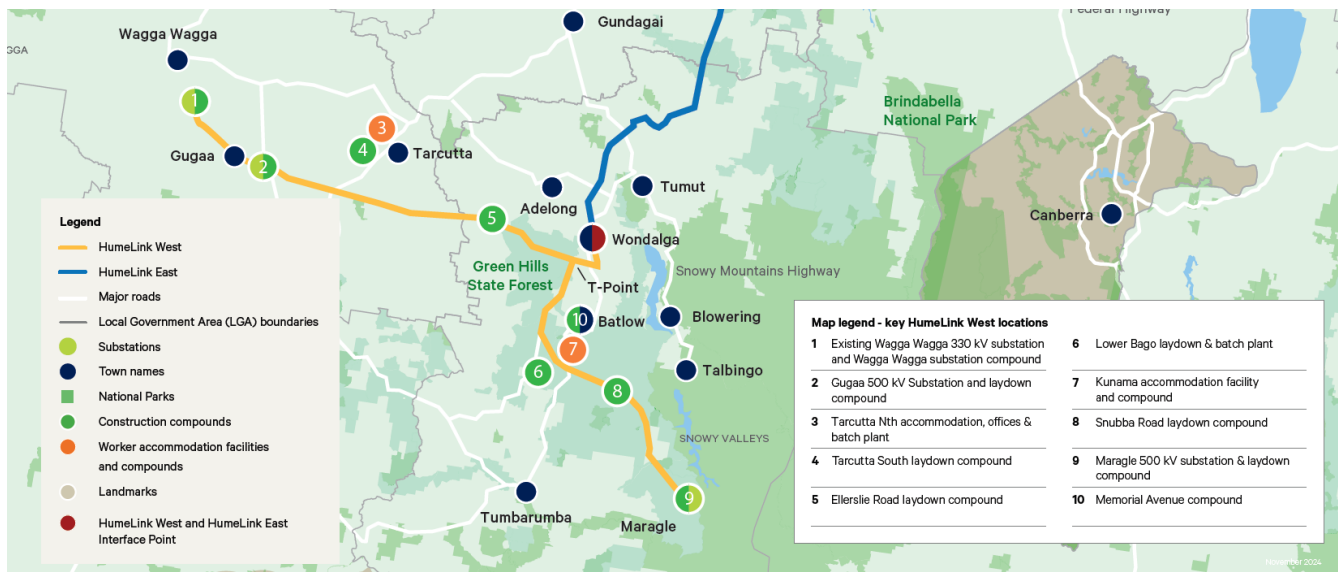


Figure 1 HumeLink West project footprint and Wondalga intersection with East

3. HUMELINK WEST SIMP

The HumeLink West SIMP establishes a structured framework for the management of potential social impacts and the enhancement of associated opportunities arising from the Project. It articulates the approach by which the HumeLink West JV, in collaboration with relevant partners, proposes to monitor, manage and respond to these impacts.

The SIMP is prepared in alignment with the Department of Planning, Housing and Infrastructure (DPHI) 2025 [Social Impact Assessment Guideline](#), ensuring consistency with relevant regulatory requirements for social impact management and adaptive management processes.

The SIMP interfaces with a series of Environmental Management Plans (EMPs). Interfacing management plans are listed in Appendix A1. As per MCoA C13 and C14, project compliance with EMPs will be subject to a biannual Independent Environmental Audit in line with the [Independent Audit Post Approval Requirements \(2020\)](#). Independent audit reports will be publicly available within 60 days of submission to the Planning Secretary.

A separate SIMP has been developed for the HumeLink East project; to view the plan visit: humelink-east-social-impact-management-plan.pdf.

4. KEY PERFORMANCE INDICATORS

Appendix E in the HumeLink West SIMP provides an integrated overview of the KPIs used to monitor social impacts, along with associated responsibilities and links to relevant management plans. This consolidated summary supports effective implementation and ensures compliance with the plan. The summary monitoring framework and progress against the approved KPIs for this quarter (27 March 2026 – 26 June 2026) are presented in Appendix A2.

5. COMMUNITY INVESTMENT AND BENEFITS PROGRAM UPDATE

The HumeLink West Community Investment & Benefits Program (CIBP) is designed to ensure local communities share in the positive outcomes of the HumeLink project through targeted funding and support. The program works closely with communities and stakeholders across Wagga Wagga (WWCC) and Snowy Valleys (SVC) Local Government Areas (LGAs) to identify and support initiatives that create enduring and tangible community benefits.

\$2 million is available to deliver community projects across the two LGAs and may support a wide range of community-led projects, including social infrastructure, cultural initiatives, environmental restoration, local services, or other activities that enhance community wellbeing.

In July 2025, stakeholders and community members across Wagga Wagga and Snowy Valleys regions were invited to nominate projects for the program and identify those considered most impactful for their local area. A total of 73 applications were received, requesting more than \$22 million in funding. Of these, 23 projects were shortlisted for community prioritisation. Community input was sought through drop-in sessions and an online survey, which received over 800 responses.

Following detailed feasibility assessments for shortlisted projects, four projects were approved for funding under the HumeLink West CIBP. Details for the four projects are provided below:

- **Tarcutta Recreational Ground Infrastructure Improvement Plan:** This multi-stage upgrade will transform the site into a safer, more inclusive, and sustainable community hub to host equestrian events, motorsports, community gatherings, and educational programs.
- **Batlow Multi-Purpose Leisure Hub:** Funding will improve the clubhouse, upgrade the football and show pavilion fit-out and equipment, and enable revegetation of the gold course to restore fire-damaged habitat.
- **Adelong Golden Gully Caravan Park Accommodation:** This upgrade responds to a critical shortage of visitor and worker accommodation following the 2019-2020 bushfires, which destroyed several homes in the area.
- **Carcoola Children's Centre at Tumbarumba:** The project includes landscaping, resurfacing, and installation of age-appropriate, inclusive play equipment.

Details of the projects can be found on the project website: [HumeLink Community Investment and Benefits Program | Transgrid](#).

Initial planning activities are underway, including project scheduling, site verifications, surveying and design works. A Project Manager has been appointed for the Tarcutta and Batlow projects and will commence the initial landowner consent and DA processes as required. Baseline data is being collected from project proponents to establish benchmarks for measuring progress against Key Performance Indicators.

5.1. Transgrid Community Investment and Benefits Program Updates

In addition to the HumeLink West Community Investment and Benefits Program, Transgrid is delivering HumeLink community investment initiatives aimed at creating positive and lasting outcomes for communities along the project corridor. An overview of these initiatives and recent progress is provided below.

- **Telecommunications Improvement Program:** Transgrid, in partnership with Lumea, is delivering an initiative that integrates mobile coverage repeaters onto transmission towers along the HumeLink corridor. The program will improve mobile reception for residents, businesses, motorists and emergency services in areas affected by long-standing coverage black spots.

HumeLink will fund up to 10 repeaters across the corridor, with installations already completed at Myrtleville and Chatsbury in the Upper Lachlan Shire, and Wyangle in the Snowy Valleys.

- **Community Resilience and Mental Health Program:** Transgrid has partnered with Grand Pacific Health to deliver a Community Resilience and Mental Health Program across communities within the HumeLink footprint. Developed in response to community feedback, the program provides resilience-building support, early intervention assistance and referral pathways to longer-term care. Training initiatives, including Mental Health First Aid, Accidental Counsellor and community workshops, are delivered through local organisations and networks. Key activities include the appointment of a Resilience and Engagement Officer to identify community needs and coordinate targeted support.
- **Mulloon Institute Landscape Rehydration Program:** Transgrid has partnered with Mulloon Institute to deliver a landscape rehydration program at three sites along the HumeLink corridor, supporting long-term land health, water quality and agricultural productivity. Toolies Creek, approximately 20 kilometres southeast of Wagga Wagga, has been confirmed as the first project site, with two additional locations to be identified through an Expression of Interest process. The program will establish Communities of Practice that bring together landholders, First Nations Custodians and local partners to share knowledge, build skills and undertake on-ground restoration activities. These activities include demonstration sites, mentoring opportunities and capacity-building programs designed to improve water retention, reduce sediment entering waterways and enhance native habitat outcomes.

Appendix A1. Interfacing Management Plans

Relevant MCoA	Management plan / interface	Description
C1	Environmental Management Strategy (EMS)	The Environmental Management Strategy (EMS) presents the framework for environmental management for construction works carried out by Transgrid and its Delivery Partners (DPs). The EMS represents an overarching document for the Project, with specific environmental management requirements and compliance assurance addressed in the CEMP and relevant subplans.
NA	HLW Construction Environmental Management Plan (CEMP)	The CEMP and associated sub-plans outline and describe how the HLWJV will comply with the MCoA, the Federal Minister for the Environment and Water Condition of Ministerial Approval (Commonwealth Conditions of Ministerial Approval (EPBC:2021/9121), the updated mitigation measures, and in accordance with the Planning Approval Documentation listed under MCoA A2 (HumeLink Approvals). The CEMP provides details of how the performance outcomes, commitments and management measures specified in the Planning Approval Documentation will be implemented and achieved during the HLW construction. It describes a monitoring program for ongoing analysis of the HLW activities and provides procedures for rectifying any identified environmental non-compliances. - CEMP subplans relevant to this this SIMP include: - HLW Heritage Management Plan (HMP) - HLW Unexpected Finds Procedure – Heritage Items - HLW Traffic and Transport Management Plan (TTMP) - HLW Construction Noise and Vibration Management Plan (NVMP) - HLW Air Quality Management Plan (AQMP) - Soil and Water Management Plan (SWMP) - HLW Out-of-hours Works Protocol (OOHW) - HLW Biodiversity Management Plan (BMP)

NA	HLW Sustainability Management Plan (SuMP)	The Sustainability Management Plan describes how the HLWJV will consider and apply sustainability aspects during the project's design, construction, and operational phases on behalf of Transgrid. The plan provides an overarching governance framework to guide the team in delivering the sustainability requirements specified by Transgrid, reducing environmental and social impacts, and improving the asset's resilience to climate change.
NA	HLW Land and Property Access Management Plan (LPAMP)	The LPAMP has been developed to provide a framework for efficient management of land and property access across the alignment, thereby avoiding or mitigating potential adverse impacts through early respectful engagement to understand the interests and needs of the individual landowners. The plan ensures the implementation of processes to manage and coordinate property access across the entire site to minimise, detect, mitigate, and rectify damage to property caused by the construction activities, including implementation of individual Property Management Plans (PMPs).
B60	HLW Local Business and Employment Strategy (LBES)	The LBES has been developed to optimise the participation of local and regional suppliers and contractors, including Indigenous businesses, in the project supply chain. The plan will support the delivery of the Australian Industry Participation Authority objectives and commitments outlined in the project-specific Australian Industry Participation Plan. This plan includes summaries of the HumeLink West Australian Industry Participation Plan, Local Industry Participation Plan, Workforce and Workforce Development Plan and an Aboriginal Participation Plan (<i>Compliance with EIS Commitments – AR EC1</i>).
NA	HLW Training and Skills Management Plan (TSMP)	The TSMP provides guidelines for managing project-specific training to boost capability and career opportunities for workers. The plan's objective is to ensure all employees have the appropriate skills and competencies necessary for safe and effective work performance so that they can use their skills to service the pipeline of future construction and energy projects.
B59	HLW Accommodation Camp Management Plan (ACMP)	The ACMP provides an overall framework, including objectives and outcomes for construction worker accommodation for the project. The strategy documents the outcomes from consultation with key stakeholders

		and provides an overview of the worker accommodation requirements and identified needs for the duration of construction.
NA	HLW Emergency Response Plan (ERP)	The ERP documents the project's procedures to enable emergency prevention, preparation, response and recovery. The plan also details the project's procedure to implement, test and review the ERP.
B52	HLW Bushfire Emergency Management and Evacuation Plan (BFEMEP)	The BFEMEP provides a high-level structure on how the Project will manage its Bushfire management obligations and responsibilities across all work activities. It is structured so it can be used as a system implementation tool to ensure compliance with the EMS.
A24	HLW Community Communication Strategy (CCS)	The CCS has been developed in accordance with MCoA A24 and A25 to provide mechanisms to facilitate communication between Transgrid, the HLW Team, the Environmental Representative, the relevant Councils, and the local community on construction-related and environmental matters. The CCS will also address the key construction issues that are likely to affect the community, such as traffic, property access, noise and vibration, out-of-hours work, new or changed construction activities, and landscaping. In accordance with the CCS, key stakeholders and the community will be consulted during the construction. Ongoing meetings will be held to discuss environmental performance, upcoming works, enabling work and any planned high-risk activities.
NA	HLW Interface and Third-Party Management Plan (ITPMP)	The ITPMP describes how the HLWJV will deliver the plan requirements included in Appendices C and F of the Employer's Requirements to ensure that the design, construction, testing and commissioning of the works for HLW are fully integrated. The HLWJV will coordinate all applicable HLW works with all third-party asset owners, Employer's Representatives and nominated sub-contractors as required and take all reasonable steps to schedule interface activities to avoid delays.

NA	HLW Community Investment and Benefits Plan (CIBP)	Transgrid's CIBP provides a guide for Transgrid's community investment work within the HumeLink project footprint. The guide addresses identified social impacts to deliver positive outcomes and benefits for local communities. The HLW Community Investment and Benefits program is currently undergoing community and stakeholder consultation, in addition to a cost-benefit analysis with a focus on positive social, economic and sustainable outcomes.
B38	Traffic and Transport Management Plan (TTMP)	The TTMP informs road users, transport operators, emergency services and local communities, in relation to changed traffic conditions. The TTMP details how HLWJV will manage traffic volumes in accordance with the EIS.
NA	Snowy 2.0 Transmission Connection Project (TCP) HumeLink East (HLE) SIMP	Cumulative impacts have been considered, with particular focus on the Snowy 2.0 Transmission Connection Project (SSI- 9717), and the HumeLink East (HLE) Project. These projects have Construction Environmental Management Plan and associated sub plans, which will need to be considered when implementing this SIMP.
Transgrid		
- Environmental Management Strategy (EMS) - Enabling Works Management Plan (EWMP) <u>Transgrid Social License Framework</u> (December 2023) and <u>HumeLink Community Investment and Benefits Plan (CIBP)</u> (July 2024) will guide investment in communities along the HumeLink project footprint to address identified impacts and deliver social outcomes and benefits. - Individual Property Management Plans (PMPs) for easement affected landowners		

Appendix A2. Quarterly Summary Monitoring Report

Quarterly progress against the summary monitoring report KPIs is captured in the attached Excel spreadsheet. Minor changes have been made to the KPIs in the last quarter, including:

- Removal of KPI 41 due to overlap in reporting. Impacts on tourism bodies and temporary accommodation providers is still effectively captured through complaints and pulse surveys (KPIs 40 and 42).
- Minor amendments to the metric/data source to align with actual Project processes.

HumeLink West Joint Venture Social Impact Management Plan: Quarterly Monitoring Report - B61(h)(vi) Reporting period: 27 March 2026 - 26 June 2026					
#	Key Performance Indicator	Target	Reporting Frequency	Metric/Data Source	Quarterly Progress Update
Area of Social Impact: Impacts to near neighbours and broader community					
1	Number of engagement activities conducted in each LGA	At least 2 per year in each LGA	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Number of engagement activities conducted in impacted Local Government Areas (LGAs): Wagga Wagga City Council: 12 + 2 Transgrid-led events Snowy Valleys Council: 19
2	Notifications issued to residents and businesses within 500m of impactful works	100% issued at least 7 days in advance	Quarterly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	100% of work notifications issued within 7 days. Ten work notifications were issued within the reporting period: HLW117 HLW118 HLW119 HLW120 HLW121 HLW122 HLW123 HLW125 HLW128 HLW129 All work notifications issued for the reporting period can be found on the HumeLink West project website. As per the HLW CCS, formal work notifications will be used together with the preferred method of contact to inform those directly affected, and the broader community, of any changes which may impact on individual properties, businesses and broader community. This may include telephone, SMS or email correspondence, and would include potential traffic disruptions as relevant.
3	Notifications issued ahead of transport disruption	Provided at least 7 days in advance	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	As per reporting update for KPI #2, all work notifications include details of planned traffic disruptions and the relevant management measures, where applicable.
4	Number of planned traffic impacts in WWCC and SVC published on Traffic NSW	Provide 100% of planned traffic impacts to publish to Traffic NSW	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	100% of planned traffic impacts provided to SVC and WWCC to publish on Live Traffic NSW at their discretion.
5	Calls and enquiries to the 24/7 community line and community inbox are answered	≥ 95% of enquiries are provided a response to phone and email enquiries within 5 business days	Quarterly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	100% of total enquiries were responded to within 5 business days, aside from the March-April period, in which 89% of total enquiries were responded to within 5 business days. The remaining 11% of enquiries received in the March-April period were responded to within 5 to 10 business days.
6	Complaints responded to and tracked for repeated occurrences	≥ 95% of complaints are responded to within 24 hours, with monitoring of repeat issues	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	100% of complaints have been responded to within 24 hours of receipt. Complaints received by the project, including responses and investigations, are captured on the project website.
7	Pulse checks in active work zones	Pulse checks with community in active work zones	Pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Pulse checks were not conducted during the reporting period; pulse checks are scheduled to be undertaken in Q3 2026, with baseline data available as at May 2026.
8	Number of Construction Reference Groups (CRG) held	At least 2 per year	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	The following CRGs were hosted during reporting period: Wednesday 24th June, 4pm - 6pm, Wagga Wagga (2 attendees) Thursday 25th June, 4pm - 6pm, Snowy Valleys & Gundagai (4 attendees) Topics discussed: Project overview, progress and operations, road safety, road safety and biosecurity. Meeting minutes will be made available on the project website.
9	Road condition monitoring	Road dilapidation surveys conducted for all local roads used by the project	Prior to use by annual and then post use by project heavy vehicles	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	A second round of road dilapidation surveys was conducted between 2-15 February 2026. The latest assessments also covered additional roads, including Dunns Road, Holbrook Road, Rowan Road, Plumpton Road and Boiling Road. Survey reports were issued in mid-April to the relevant road authorities. Vehicle Movement Plans (VMPs) are accessible to all personnel via the Project SharePoint site, the project website and are reinforced verbally during daily pre-start meetings.

10	Emergency services coordination	At least one meeting with emergency services per month	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	HumeLink West participates in quarterly meetings with both Snowy Valleys and Wagga Wagga Local Emergency Management Committees (LEMC). During these sessions, the Interface, Health & Safety, and Community & Stakeholder Engagement teams provide project briefings and updates on current activities and initiatives. Outside of these meetings, no other engagement has been undertaken with emergency services within the reporting period.
11	Number of moderate-high visual impact residences assessed for screening or mitigation	100% of residences predicted to have a moderate to high visual impact assessed for screening or other mitigation options	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	As outlined in MCoA Condition B41 the owners of residences A29, A33, A67, C35, E27, H56, K23, K40, K44, K45, K46, K47, K48, O18, O45, Q20, R12, R24, S12, T14, T15 and T16 have been assessed for visual impact. Outcomes of this assessment can be found in the Landscape Character and Visual Impact Assessment (EIS Technical Report 8) and Landscape Character and Visual Impact Assessment Addendum (Technical Report 8). As outlined in MCoA Condition B42 and B43 the owners of residences A29, K23, Q20, R12, R24, S12 and V23 have been assessed for screening vegetation or other mitigation options. From the properties listed under MCoA B42 and B43, only A29 related to HumeLink West project footprint. Following consultation with the owner of the land identified as A29, Transgrid has reached agreement related to visual screening mitigation. The outcomes of the consultation and individual agreement with the landowner have been provided to DPHI. DPHI has endorsed the consultation approach.
12	Number of non-compliance events during construction	0 non-compliance events during construction that could cause amenity impacts	Monthly	Quantitative / non-compliance reports	0 non-compliances for amenity impacts (dust, noise, vibration, soil water). Non-compliance events are reporting to the environmental regulator in accordance with statutory requirements and managed through investigation, corrective actions, and preventative measures.
13	Engagement with local environmental groups per LGA	Dialogue established with at least one local environmental group (e.g. Landcare or wildlife carer) in each LGA and discussion of potential partnerships for the Project's environmental restoration work.	Annually	Quantitative / engagement activity log (i.e. Salesforce)	During the reporting period, 15 heritage surveys were completed within the HumeLink West scope, with representatives from Local Land Councils (WWCC and SVC) present throughout the process. In addition, HumeLink West has engaged Habitat Innovation & Management, based in Wagga Wagga, to deliver nest box installation services as part of the Project's biodiversity commitments. HumeLink West met with Batlow Environmental Network on 11/6/26, which comprises representatives from Snowy Valleys Council, Murrumbidgee Landcare, Riverina Local Land Services, NSW Crown Lands, Department of Primary Industries and Regional Development, NSW Rural Fire Service, Country Womens Association, Forestry Corporation NSW, local landowners and community groups. Transgrid is delivering a CIBP initiative in collaboration with the Mulloon Institute that seeks to build landholder capacity in landscape restoration along the HumeLink corridor, restoring biodiversity, water quality and agricultural productivity. Three communities of practice have been established across the corridor, with Toolies Creek catchment overlapping the HumeLink West footprint. On 2/6/2026, a field day was held at Toolies Creek with 22 participants; this was the first of three learning programs to be delivered with this community of practice.
Area of Social Impact: Impacts to near neighbours and broader community (Cultural awareness)					
14	Workforce completion rate for cultural heritage training and toolbox inductions	≥ 95% of workforce complete training	Monthly	Quantitative (i.e. training tracker and sign in sheets)	Cultural heritage and artefacts awareness training is a mandatory component of the project induction process throughout the reporting period. A total of 32 Aboriginal cultural heritage inductions and awareness sessions were delivered during the reporting period.
15	Number of Aboriginal Engagement Reference Group Meetings	At least 2 per year	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	The Aboriginal Engagement Reference Group has been renamed as the HumeLink West Aboriginal Working Group (AWG). The HLW AWG had the first meeting of 2026 during this reporting period, on the 19th March.
16	Safeguarding of identified cultural heritage sites	0 non-compliance for the safeguarding of identified cultural heritage sites through appropriate mitigation	Monthly	Quantitative / non-compliance reports	0 non-compliances were reported during the reporting period. All heritage items requiring safeguarding have been identified within site-specific Environmental Control Measures (ECMs). Non-compliance events are reported to the environmental regulator in accordance with statutory requirements and managed through investigation, corrective actions, and preventative measures.

17	Identification of Heritage values and opportunities to interpret and enhance values	In consultation with Aboriginal communities or representative groups, deliver at least 3 opportunities to interpret/enhance heritage values within the project area	Annually	Quantitative / IS Credit Summary Forms	The first round of Nature Fix consultation with community was very successful, with main events at Tumut Wetlands and Wagga Wagga Base Hospital hosting over 65 people. Aboriginal community members shared the tangible and intangible heritage values of the project area and began to identify opportunities for routines to enhance/reconnect to these values. Nature Fix is undergoing assessment of initial routine suggestions and will re-engage with community in the coming weeks to refine and confirm routines that will be progressed. The second round of consultation for the Nature Fix project is being run from the 22nd May to 26th May. The status of the project is as follows: Tumut/Brungle: - sign off from the LALC for 4 original scripts - engagement ongoing to find 'voices' for the routines - recording to be undertaken on the 23rd May Wagga Wagga: - still need to finalise scripts, select 'voices', establish cultural IP and record - interested parties identified include Rivmed staff and a collection of Aboriginal community members.
18	Cultural heritage initiatives delivered per year	At least 2 per year (e.g. cultural immersion tours, participation in significant Indigenous events, and artefact handling and/or return-to-Country engagement processes collaborating with the relevant Local Aboriginal Land Councils (LALCs)	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	15 cultural heritage surveys have been undertaken during the reporting period. Wagga Wagga Local Aboriginal Lands Council and Tumut/Brungle Local Aboriginal Lands Council cultural heritage representatives have been conducting heritage walk overs, recording of sights, salvaging and collection of artefacts. All artefacts will be stored and then repatriated once the project has been finalised.
Area of Social Impact: Impacts to community cohesion, safety, health and wellbeing					
19	Community sentiment towards temporary workers	≥ 70% of residents feel well-informed about the Project and are neutral or positive about the presence of temporary workers in the locality.	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Sufficient sample sizes have been achieved for the community attitudes survey to inform baseline data. Baseline Data: 70% of residents, as a baseline, strongly agree or agree that HLW shares all important and relevant information and updates that impact on the community. 83% of residents in towns hosting or adjacent to the Project footprint, as a baseline, feel the overall impact of HLW workers is positive or neutral. Pulse checks and an annual community sentiment survey will be conducted to assess change against the baseline.
20		Pulse checks with residents in towns hosting or adjacent to workforce accommodation facilities across active work zones.	Pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Pulse checks were not conducted during the reporting period; pulse checks are scheduled to be undertaken in Q3 2026, with baseline data available as at May 2026.
21	Community investment	Minimum 2 community events funded or sponsored during each calendar year	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Thirteen community events/initiatives were sponsored during the reporting period: - Batlow Show 28 March 2026 - Tarcutta Camp Draft 2-5 April 2026 - Tumbarumba High School Breakfast Club ongoing - Southern Cross Brumby Register event awards ongoing - Water supply for dust suppression at community events ongoing - Snowy Valleys Resilience Hub, Batlow continues to operate as a shared project-community space with the ongoing financial support of the project - Batlow Ciderfest 16 May 2026 - Southern Cross Brumby Register event awards sponsorship ongoing - Provision of 'Shop Wagga Local' vouchers to Talbingo Women's Shed Australia's Biggest Morning Tea - Donated emergency rescue equipment to Tumut SES - Fundraising \$120 for Batlow Literary Institute's Australia's Biggest Morning Tea event - Project held 5 'Electrify Your School Holidays' sessions for pre- and primary school-aged children at Humula and Batlow. - (Transgrid) Wagga Wagga Business Chamber business breakfast and project site tour held in May

22	Workforce participation in local activities	At least 1 community-based workforce participation initiative implemented in each LGA during construction	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	- A workforce participation initiative with Tarcutta Touch Football Association for HumeLink workers to participate in a weekly local competition has concluded for the season and will recommence Q4 2026. - Weekly practical training sessions have concluded with the Batlow Rural Fire Service for the summer season and will recommence Q4 2026. Project personnel who attended previous sessions been encouraged to register to be recognised as qualified volunteers. - The project held five school holiday sessions at Batlow and Humula, teaching pre- and primary school-aged children about safety and construction principles with fun activities including climbing a virtual transmission tower, painting nest boxes and connecting electrical circuits - Project representatives laid a wreath at the Tarcutta Anzac Day ceremony and community members held a Anzac Day fundraising table at Tarcutta worker accommodation facility, selling Anzac Day memorabilia. - Project partnered with Batlow Library (a branch of Riverina Regional Library) to provide a library service at Kunama workers accommodation facility. - Project workforce relocated concrete barriers at Breadon Sportsground, Tarcutta to protect local sports fields from free camping impacts.
23	Code of Conduct awareness	Maintain ≥ 95% workforce awareness of Code of Conduct obligations	Quarterly	Quantitative (i.e. training tracker and sign in sheets)	During the reporting period, Code of Conduct awareness continued to be maintained above the required 95%, with Code of Conduct training remaining a mandatory component of the project induction process. In line with the Accommodation Camp Management Plan (ACMP), all workers accommodated at project facilities are required to sign a Village Rules document, which outlines expected standards of behaviour, including health and safety obligations, fitness -for-work requirements, alcohol limits, and general conduct expectations, ensuring consistent reinforcement of Code of Conduct responsibilities across the workforce.
Area of Social Impact: Impacts on access to social infrastructure and services					
24	First aid and emergency preparedness	100% of workforce accommodation sites have designated first aid facilities and trained personnel available during operational hours and paramedics on call after hours	Monthly	Quantitative / non-compliance reports	First aid and emergency preparedness requirements continue to be fully met, with a qualified paramedic completing first aid risk assessments across all project site locations. All sites are equipped with appropriate first aid facilities - six in total - and first aid equipment is available in supervisor vehicles to ensure rapid response capability. The project has two paramedics available 24/7 for emergency support, supplemented by trained first aiders, ensuring comprehensive coverage during operational and after -hours periods.
25	Emergency escalation protocols	All sites maintain a documented and tested escalation procedure for medical	Monthly	Quantitative / non-compliance reports	Emergency escalation protocols remain fully documented and tested across all project sites in accordance with the project's Emergency Response Plan (ERP). Key emergency contacts and escalation procedures
26	Percentage of workforce who have completed health and emergency services induction training	≥ 80% of workforce completion of health and emergency services induction training (e.g. when to use the dedicated telehealth services, when to call 000, or when to seek GP care)	Monthly	Quantitative (i.e. training tracker and sign in sheets)	During the reporting period, workforce completion of health and emergency services induction training remained above the required threshold, with health and emergency training continuing as a mandatory component of the project induction process. This ensured all workers received consistent instruction on when to use dedicated telehealth services, when to call 000, and when to seek general practitioner care, supporting ongoing compliance with the project's ≥80% completion requirement.
27	% of workforce engaged in wellness initiatives	≥ 95% of workforce are engaged in at least 1 wellness initiative implemented by the Project per year	Annually	Quantitative (i.e. HR records)	Mental Health and Wellbeing classes continue onsite with engagement from Blue Collar engagement across both Tarcutta & Kunama camps - Mental Health and Wellbeing committee has extended the 3-month trial period and will discuss a more permanent commitment in the June meeting. Gryphon Psychology monthly webinars continue for all staff, workforce, and subcontractors. With a quote received for monthly visits from a Psychologist onsite to provide face to face meetings for all staff, workforce and subcontractors. Onsite entertainment: A local resident has been engaged to host Trivia nights once a week at both Tarcutta and Kunama accommodation facilities. Project team met with MiQ Private Wealth to provide financial assistance workshops onsite which contributes to employees mental health and wellbeing initiatives. Mental Health & Wellness committee held a pre-game State of Origin passing competition at each camp, with prizes awarded to the winning QLD and NSW supporter.
28	Project workforce wellbeing pulse checks	Wellbeing pulse checks with workforce housed at the worker accommodation facilities	Pulse checks as required	Quantitative (i.e. HR records)	The first worker accommodation survey was rolled out to white collar staff on 26/05. The survey was rolled out to blue collar workers on the 5th July. Current responses are sitting at 113 so will remain open until a more significant sample size is reached.
29	Shortages of key goods/services reported	No reported shortages of key goods and services	Monthly	Quantitative / engagement activity log (i.e. Salesforce and project complaints register)	No key goods and service shortages recorded by stakeholders during reporting period.

30	Feedback on economic impact	≥ 70% of businesses and local residents report satisfaction with economic impact in Annual Community Attitudes Survey, regarding access to and affordability of local goods and services	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Sufficient sample sizes have been achieved for the community attitudes survey to inform baseline data. Baseline Data: Baseline survey results indicate generally strong levels of satisfaction across all measures. Very positive to neutral satisfaction with access to local social amenities was high at 86%, while perceptions of the price of local goods and services were also positive at 82%. Similarly, HLW impact on business conditions and employment and training opportunities recorded favourable results of 80% and 83%, respectively. Availability of housing was notably lower at 59%, indicating a key area of concern. Pulse checks and an annual community sentiment survey will be conducted to assess change against the baseline.
32		Pulse checks with local residents and service providers in project-affected townships	Pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Pulse checks were not conducted during the reporting period; pulse checks are scheduled to be undertaken in Q3 2026, with baseline data available as at May 2026.
33	Community mental health initiatives	At least 1 partnership, community grants or benefits awarded to support mental health initiatives	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	As part of the Transgrid Community Investment and Benefits Program, a mental health initiative is being implemented to improve local access to appropriate support services. The program focuses on early intervention, supported referrals to longer-term care, and mental health literacy training to strengthen community resilience. Recent activity includes: - Resilience and Engagement Officer has started with Transgrid, with the first part of their role to engage with the impacted community to identify needs and target services and programs. - Delivery of mental health training in partnership with Grand Pacific Health (accidental counsellor and/or mental health first aid) to community groups in Tumberumba (31/3) and Batlow (1/4) townships. This initiative focused on equipping participants with mental health literacy, practical support skills and confidence to respond to someone in need. - Leadership and Resilience program 15 & 22 June at Batlow High School. Partnership program with the Red Cross which aimed to strengthen young people's connection to community and encouraged them to see themselves future leaders in their community. In early April, HumeLink West partnered with a local industry provider to deliver a First Aid in Remote or Isolated Areas training course to affected landowners and community members, tailored to the unique conditions of remote and isolated locations. Additionally, the Nature Fix partnership detailed in #17 seeks to improve mental health, specifically for Aboriginal peoples, through nature-based guided routines.
34	Property Management Plan (PMP) implementation	0 non-compliance with PMPs when accessing project-affected properties during construction ensuring maintained access to community infrastructure and services for affected residents during construction	Monthly	Quantitative / access approval records on TeamBinder, and project Share Drive	There were four non-compliances with PMPs over the quarter. In all cases of PMP non-compliances, the relevant access instructions were reviewed and reissued to the project team and subcontractors to prevent recurrence and ensure full alignment with PMP obligations. These corrective actions support the ongoing commitment to maintaining compliant access to project-affected properties and minimising disruption to community infrastructure and services during construction.
35	Level of satisfaction among primary producers regarding construction impacts on agricultural operations	≤ 5 complaints per quarter from primary producers about project construction related impacts	Monthly	Quantitative / engagement activity log (i.e. Salesforce and project complaints register)	One complaint from primary producer relating to agricultural impacts recorded during the reporting period. Complaints made against the project, including responses and investigations, are captured in the project complaints register, published on the HumeLink West project website.
Area of Social Impact: Housing affordability and availability for locals					
36	Workforce accommodation facilities established and operational	Workforce accommodation facilities at Tarcutta and Kunama operational prior to peak demand period	Prior to relevant peak demand	Quantitative / accommodation camp occupancy reports	Workforce accommodation facilities at both Tarcutta and Kunama remains fully established and operational, with Tarcutta opening on 22 September 2025 and Kunama on 17 November 2025. Both facilities continue to operate as intended in preparation for the project's peak workforce demand period.
37	% of workforce housed in approved worker accommodation	≥ 90% of the non-local workforce house in approved accommodation facilities during main construction works	Monthly	Quantitative / accommodation camp occupancy reports	In accordance with the Accommodation Camp Management Plan (ACMP), all non-local workforce members are required to be accommodated within approved worker accommodation facilities throughout main construction works. The Tarcutta and Kunama camp expansions were completed during the reporting period, raising the total capacity from 694 to 862. As a result, over the reporting period, the average occupancy across the Tarcutta and Kunama accommodation facilities ranged from 470 to 699 persons. During the reporting period, an average of 44 personnel were housed in local accommodation. Accordingly, an average of approximately 93.7% of the non-local workforce was accommodated within approved worker accommodation facilities.

38	Pulse check surveys conducted during peak workforce periods	Evidence of pulse check with residents in towns hosting or adjacent to workforce accommodation facilities during peak workforce periods across active work zones	Pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Pulse checks were not conducted during the reporting period; pulse checks are scheduled to be undertaken in Q3 2026, with baseline data available as at May 2026.
39	Community concern regarding displacement and housing stress captured and tracked	Concerns identified and used to inform ongoing mitigation (qualitative tracking via pulse checks)	Monthly + pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce and project complaints register)	Sufficient sample sizes have been achieved for the community attitudes survey to inform baseline data. Baseline Data: 59% of residents, as a baseline, feel HLW has a very positive to neutral impact on the availability of housing. However, no complaints or enquiries relating to displacement or housing stress were recorded from stakeholders throughout the reporting period. Monitoring continues, and insights from future wellbeing pulse checks will be used to inform ongoing mitigation measures. Complaints made against the project, including responses and investigations, are captured in the project complaints register, published on the HumeLink West project website. Pulse checks and an annual community sentiment survey will be conducted to assess change against the baseline.
Area of Social Impact: Impacts to tourism and the visitor economy					
40	Complaints from temporary accommodation providers or tourism bodies	0 complaints from temporary accommodation providers and tourism bodies relating to vacancy shortfall due to the Project	Monthly	Quantitative / engagement activity log (i.e. Salesforce and project complaints register)	Complaint ID: ACT-148195 Summary: One complaint from a temporary accommodation provider regarding project -related impacts was received during the reporting period. The complaint was categorised as a cumulative impact and was unavoidable as it involved a number of root causes largely unrelated to HumeLink West. The project is working with key stakeholders and the provider to help resolve their issues. Complaints made against the project, including responses and investigations, are captured in the project complaints register, published on the HumeLink West project website.
41	Local tourism business and accommodation provider feedback	Accommodation providers and tourism stakeholder satisfaction maintained or improved during overlapping peak periods	Monthly	Quantitative / engagement activity log (i.e. Salesforce and project complaints register)	This KPI has been removed due to double up with KPI 40 and 42.
42		Pulse checks with local short - accommodation providers and Destination Networks during major events attracting visitors.	Pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	The annual community attitudes survey did not capture any local tourism business or accommodation providers in the LGAs captured by the HLW alignment. Data from the broader HumeLink Project footprint suggests that 86% of those surveyed believe HumeLink has had a very positive to neutral impact on local tourism. Pulse checks were not conducted during the reporting period; pulse checks are scheduled to be undertaken in Q3 2026, with baseline data available as at May 2026.
43	Engagement with Destination Networks and relevant representatives at local councils	Quarterly engagement meetings held	Quarterly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Number of times the project met with relevant representatives at Destination Networks and local councils: 8
44	Visitor-facing communication initiative per LGA	At least one visitor facing communications initiative annually (e.g. local town 'Induction Packs' for Wagga Wagga and Snowy Valley)	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	- Collection and physical distribution of visitor-facing resources from various stakeholders have been delivered across both LGAs to the project workforce this quarter. - Project intranet page maintained with local attractions and accommodation provider information. - At the request of Wagga Wagga City Council, the project has circulated promotional material for Wagga Comedy Fest to the workforce. - 'Regional Lifestyle' magazines featuring Snowy Valley's attractions provided to workers at Kunama accommodation facility.
Area of Social Impact: Labour draw to local businesses and services					
45	Pulse checks with selected employment and training intermediaries	Pulse checks with selected employment and training intermediaries (e.g. ICN, Workforce Australia providers etc.)	Pulse checks as required	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Pulse checks were not conducted during the reporting period; pulse checks are scheduled to be undertaken in Q3 2026, with baseline data available as at May 2026.
46	Local workforce participation	Delivery contract target 5% of procurement and employment spend	Monthly	Quantitative / workforce participation and spend data	5% target on track based on current local employment and local procurement spend.
47		Project target 10% of procurement and employment spend	Monthly	Quantitative / workforce participation and spend data	10% target on track based on current local employment and local procurement spend.

48	Aboriginal participation	4% Aboriginal and Torres Strait Islander employment on HLW (UGL/CPB) Reconciliation Action Plan (RAP) target	Monthly	Quantitative / workforce participation and spend data	4% target exceeded as at October 2025.
49		Support stakeholder procurement practices that strive towards Stretch HLW UGL CPB RAP target of 5% to be Aboriginal and Torres Strait Islander business	Monthly	Quantitative / workforce participation and spend data	5% target on track for Aboriginal participation.
50	Advance future workforce	At least 10 members of the workforce employed through work experience placements, and 5 employees as graduate placements.	Monthly	Quantitative / workforce training and employment records	Target exceeded, with 16 graduate placements across the project.
51	Support local people to access local education, training and employment pathways through the Project	Award of x10 'She Can Too Scholarships' valued at \$15, 000 each to support female students from low socio-economic backgrounds overcome financial barriers and access important resources to improved academic performance.	Monthly	Quantitative / workforce training and employment records, social investment records	The project achieved its target through the award of 12 'She Can Too' Scholarships to students across four schools within the Wagga Wagga City Council and Snowy Valleys Council areas. All scholarship funds have been issued, supporting recipients with technology, school supplies and excursions that would otherwise have been inaccessible. Participating schools were Koorinal High School, Mount Austin High School, Tumbarumba High School and Wagga Wagga High School, with the initiative helping to reduce financial barriers and enhance access to education and training pathways for local female students from low socio-economic backgrounds.
52		Establish x5 trainees targeting School Based Trainees in Year 11 & 12 and unemployed youth under 25 years of age. Traineeships including but not limited to: Cert III Business Administration, Cert IV Workplace Health and Safety, Cert II Civil Construction.	Monthly	Quantitative / workforce training and employment records, social investment records	The project has exceeded it's target and established 6 traineeships targeting school-based trainees in Year 11 and 12, as well as unemployed youth under 25. A Business Trainee from Wagga Wagga commenced in January 2026, with additional under -25 trainees beginning through the Project Employment Program in January 2026. These positions have supported pathways into qualifications including Business Administration, Workplace Health and Safety, and Civil Construction. Traineeships will be completed over the next 12 months.
53		Enhance youth mobility and access to jobs in regional NSW through funding up to x628 1 hour driving lessons and up to x60 Safe Driving Courses for Year 11 and 12 students across high schools within the HumeLink West project alignment.	Monthly	Quantitative / workforce training and employment records, social investment records	HumeLink West has partnered with NRMA to design and deliver a learner driver training program for high school students living in the project area. The decision to undertake the initiative was underpinned by research showing that not holding a drivers licence can be a barrier for young people entering the workforce, undertaking further education or enrolling for vocational skills training. Since launching in Feb 2025, the program progress status is currently sitting at 45%
54		Enrol 16 participants in the OHTL work readiness program to address skill shortages in overhead transmission line works and to train the next generation of line workers to services the pipeline of works in the renewable sector.	Monthly	Quantitative / workforce training and employment records, social investment records	16 candidates commenced in June 2026 for the UET30521 Certificate III in ESI - Transmission Overhead. On the 3rd of June, Transgrid and HumeLink West held a Introduction and Sign Up event which was very successful. Participants to commence training in August 2026. Traineeship sign up completed for Business Administrator on 14/04/2026.
Area of Social Impact: Cumulative social impacts with other SSD projects in the area					
55	Property Management Plan (PMP) completion	100% completion of PMPs prior to commencement of works on relevant property	Monthly	Quantitative / access approval records on TeamBinder, and Project SharePoint	All Property Management Plans (PMPs) for impacted landowners have been completed prior to the commencement of construction activities. Remaining holdings will be finalised and handed over once acquisition negotiations are completed, ensuring continued compliance with PMP requirements.
56	Road condition monitoring	Road dilapidation surveys conducted for all local roads used by the project	Prior to use by annual and then post use by project	Quantitative / pre and post construction road dilapidation surveys	A second round of road dilapidation surveys was conducted between 2-15 February 2026. The latest assessments also covered additional roads, including Dunns Road, Holbrook Road, Rowan Road, Plumpton Road and Boiling Road. Survey reports were issued in mid-April to the relevant road authorities. Vehicle Movement Plans (VMPs) are accessible to all personnel via the Project SharePoint site and are reinforced verbally during daily pre-start meetings.
57	Complaint handling	≥ 95% of complaints are responded to within 24 hours with monitoring of repeat issues, and in co-ordination with other SSD projects in the area if required.	Monthly	Quantitative / engagement activity log (i.e. Salesforce and project complaints register)	Total complaints received during reporting period: 34 100% of complaints responded to within 24 hours

58	Satisfaction with engagement	≥ 70% report satisfaction in the Annual Community Attitudes Survey	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Sufficient sample sizes have been achieved for the community attitudes survey to inform baseline data. Baseline Data: Baseline results show that 88% of respondents provided a neutral to strongly agree rating regarding the HLW project team's effectiveness in maintaining sufficient community engagement. Pulse checks and an annual community sentiment survey will be conducted to assess change against the baseline.
59	Trust perception improvement	Stable or improved results in trust-related survey metrics	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Sufficient sample sizes have been achieved for the community attitudes survey to inform baseline data. Baseline Data: As a baseline measure of trust perception, 68% of respondents agreed that HLW is managed in a way that minimises disruption to residents, businesses, and other significant construction projects. Pulse checks and an annual community sentiment survey will be conducted to assess change against the baseline.
60	Interface coordination events	At least one interface coordination meeting held per quarter with adjacent projects, utilities, emergency services and industry stakeholders (i.e. Softwoods Working Group)	Quarterly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	The project continues to facilitate regular interface coordination with adjacent projects, utilities, emergency services and key industry stakeholders through an established meeting schedule, including weekly meetings with Transgrid and Essential Energy; bi-weekly meetings with Transport for NSW and Forestry Corporation NSW; monthly meetings with Wagga Wagga City Council, Snowy Valleys Council and Riverina Major Projects Roundtable; and quarterly engagement with the Wagga Wagga and Snowy Valleys Local Emergency Management Committees. Additional consultation was undertaken as required with agencies such as Wagga Wagga Airport, UGLRL, AARNet, RFS, FRNSW, Airservices Australia, NSW Maritime, NSWTA and BMA to support project design and construction activities.
61	Business and stakeholder satisfaction	At least 70% of surveyed businesses and industry stakeholders report satisfaction with road access and disruption management during peak construction periods	Annually	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	Sufficient sample sizes have been achieved for the community attitudes survey to inform baseline data. Baseline Data: Baseline results show at a high level, 53% of business and stakeholder respondents indicate satisfaction with HLW impacts. Specifically, 72% indicated a very positive to neutral impact to business conditions, with 88% agreeing HLW is managed in a way that minimises disruptions to residents, businesses and other projects. However, 66%, on average, indicated negative impacts to roads and traffic. Pulse checks and an annual community sentiment survey will be conducted to assess change against the baseline.
62	Notification of traffic disruptions	100% of planned traffic disruptions are communicated to affected stakeholders at least 7 days in advance	Monthly	Quantitative / engagement activity log (i.e. Salesforce or Project SharePoint)	As per reporting update for KPI #2, all work notifications include details of planned traffic disruptions and the relevant management measures, where applicable. Additionally, 100% of planned traffic impacts are provided to SVC and WWCC to publish on Live Traffic NSW at their discretion.