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SOCIAL IMPACT MANAGEMENT PLAN REPORT – JULY TO SEPTEMBER 2026

A2I I Albury to Illabo

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Glossary

TERM	DEFINITION
A2I	Albury to Illabo (the project)
ABS	Australian Bureau of Statistics
ARTC	Australian Rail Track Authority
CCHMP	Construction Cultural Heritage Management Plan
CCS	Community Communications Strategy
CCTAMP	Construction Traffic, Transport and Access Management Plan
CEMP	Construction Environmental Management Plan
CNVMP	Construction Noise and Vibration Management Plan
CoA	Conditions of Approval
CSEMP	Communications and Stakeholder Engagement Management Plan
CSSI	Critical State Significant Infrastructure
CSWMP	Construction Soil and Water Management Plan
Division 5.2 Approval	Approval issued by the NSW Minister for Planning for the Albury to Illabo project
DPHI	Department of Planning, Housing and Infrastructure
EAD	Per CoA A1, Environmental Assessment Documentation that includes: • Inland Rail – Albury to Illabo Environmental Impact Statement (ARTC, August 2022). • Albury to Illabo Response to Submissions (ARTC, November 2023). • Albury to Illabo Preferred Infrastructure Report (ARTC, November 2023). • Albury to Illabo Preferred Infrastructure Report Response to Submissions (ARTC, February 2024). • Inland Rail – Albury to Illabo (SSI-10055) Response to request for additional information – Air Quality Assessment (letter dated 1 May 2024). • Part 1 - Revised Technical Paper 8: Biodiversity Development Assessment Report (WSP, February 2024). • Part 2 - Revised Technical Paper 8: Biodiversity Development Assessment Report (WSP, February 2024). • Albury to Illabo Kemp Street Bridge Enhancement Site Modification (Inland Rail, June 2025). • Albury to Illabo Kemp Street Bridge Enhancement Site Modification Clarification (July 2025). • Albury to Illabo Kemp Street Bridge Modification Noise and Vibration Impact Assessment (August 2025).
EIS	Environmental Impact Statement
EP&A Act	Environmental Planning and Assessment Act 1979
EPL	Environment Protection Licence
IRPL	Inland Rail Pty Ltd
Km	Kilometre
Km/h	Kilometres per hour
LALC	Local Aboriginal Land Council
LGA	Local Government Area
m	Metre
Modification Report	Documents that include:

TERM	DEFINITION
	• Albury to Illabo Kemp Street Bridge Enhancement Site Modification (June 2025). • Albury to Illabo Kemp Street Bridge Enhancement Site Modification Clarification (July 2025). • Albury to Illabo Kemp Street Bridge Modification Noise and Vibration Impact Assessment (August 2025).
NSW	New South Wales
PIR	Preferred Infrastructure Report
Project, the	Inland Rail – Albury to Illabo (SSI 10055)
SEARs	Secretary's Environmental Assessment Requirements
SIA	Social Impact Assessment
SIMP	Social Impact Management Plan
Social Locality	A social locality is the geographic area (and its communities) in which people are likely to experience the social impacts of a project. The Social Locality for the purposes of the SIMP have been defined as the local government areas of Junee Shire Council, Wagga Wagga City Council, Lockhart Shire Council, Greater Hume Shire Council, Albury City Council and Wodonga Shire Council.
SSI	State Significant Infrastructure

1. Introduction

This Social Impact Management Plan (SIMP) Report has been prepared to address the requirements of the Minister's Condition of Approval (CoA) E114(e) and to demonstrate how compliance with this condition has been achieved.

In accordance with CoA E114(e), the project is required to publicly report quarterly. Each quarterly report will include information relating to:

- Progress in meeting the targets outlined in Table 12 of the approved SIMP.
- Community engagement activities undertaken.
- Complaints received and managed; and
- Any adaptive management measures implemented in response to emerging issues or stakeholder feedback.

Quarterly reporting will be published on the project website and shared with members of the Community Consultative Committee (CCC).

During the construction phase, Martinus is responsible for collecting and providing relevant information to Inland Rail, which in turn is responsible for publishing the reports.

Table 1 below summarises the specific requirements of CoA E114(e) and identifies where each has been addressed within this report.

TABLE 1 COA E114(E) COMPLIANCE

Requirement	How addressed
The project will publicly report on a quarterly basis and will include information relating to:	
Progress in meeting the targets outlined in Table 12	Section 2
Community engagement activities undertaken;	Section 3
Complaints received;	Section 4
Any adaptive management measure implemented.	Section 5
Quarterly reporting to be published on the project website and shared at CCC meetings.	

2. Progress In Meeting the Targets

2.1 Introduction

This Social Impact Management Plan (SIMP) Report has been prepared by Martinus, on behalf of Inland Rail Pty Ltd (IRPL), in accordance with Condition of Approval (CoA) E114(e) and the requirements of the approved Albury to Illabo (A2I) Social Impact Management Plan (SIMP).

This report provides a consolidated overview of performance and activities for the reporting period of July to September 2026.

This report demonstrates compliance with the relevant Conditions of Approval and the SIA Guideline for State Significant Projects (Department of Planning, Housing and Infrastructure, 2021). It outlines the project's progress in meeting the social performance targets defined the approved SIMP, including:

- Progress in meeting social impact management targets and mitigation measures.
- Community and stakeholder engagement activities undertaken.
- Complaints received and managed in accordance with CoA E134A–E134E; and
- Adaptive management measures implemented in response to emerging social impacts or stakeholder feedback.

This report reflects the project's commitment to transparent and proactive management of social impacts across the defined social locality, comprising the local government areas of Junee Shire Council, Wagga Wagga City Council, Lockhart Shire Council, Greater Hume Shire Council, Albury City Council and Wodonga Council.

2.2 Project Progress – Albury to Illabo (A2I)

The Albury to Illabo (A2I) section continued to progress in line with the construction program during the July to September 2026 reporting period. A major focus was the 96-hour rail possession from 11 to 15 September, which enabled essential works to be completed safely while rail services were suspended. The possession involved coordinated activity across Albury, Greater Hume, Lockhart, Wagga Wagga and Junee local government areas and supported the modifications required for the future operation of double-stacked freight trains.

In Junee, crews achieved a significant milestone on the Kemp Street bridge, installing the full set of bridge girders with a 650-tonne crane. The Junee Station pedestrian footbridge was removed and timber support beams were replaced on the Olympic Highway bridge. Across the Junee to Illabo section, level crossing upgrades were completed at Plunkett Street in Yerong Creek and Brabins Road in Illabo, together with track and signalling works, drainage, earthworks and culvert installations. In Wagga Wagga, crews removed the footings of the former Cassidy Footbridge and completed drainage and concrete works at Edmondson Street bridge and beneath Pearson Street bridge. Drainage and signalling works were also undertaken in Albury Yard.

Community and stakeholder engagement remained a key focus throughout the reporting period, particularly in preparation for and during the September possession. Targeted notifications and direct liaison supported residents, businesses, schools, road users, local councils and emergency services to understand the timing of works, temporary detours, access arrangements and out-of-hours activity. Engagement continued to prioritise timely and clear information, face-to-face contact where appropriate, and responsive management of enquiries and feedback.

Social-value activities during the quarter included workforce and education initiatives in Wagga Wagga. Martinus and Inland Rail supported the REIP Try a Trade Expo in August, attended by 672 students, and a Clontarf Site Experience Day. The project also partnered with Kooringal High School and PCYC on a student-led rail safety initiative, combining classroom learning, site investigations and mentoring to develop safety resources for primary school students. These activities complemented ongoing partnerships with local schools, First Nations organisations and regional community groups.

The project also continued to demonstrate its commitment to local and regional economic participation. To date, the project has engaged 1,972 workers, supported 138 local businesses, and partnered with 9 First Nations businesses, contributing more than $20.62 million in local business spend. This ongoing investment reflects the project's focus on delivering sustainable economic benefits to the communities in which it operates.

2.3 Case Studies

2.3.1 Mothers Bridge Shadow Artwork

During the July to September 2026 reporting period, the project progressed the Mothers Bridge public art initiative through an Expression of Interest (EOI) process designed to create a meaningful visual connection to local First Nations culture and Country. The commission was awarded to Sarah Weymouth, a First Nations artist from Wagga Wagga, whose concept will contribute a distinctive local identity to the bridge and reflect the cultural significance of the area.

Following the award, Sarah commenced working with Tensile to translate her artwork into the specialist material that will be suspended above Mothers Bridge. This collaboration brings together the artist's cultural and creative vision with the technical requirements of fabrication and installation, supporting an enduring public artwork that will enhance the bridge environment and provide a visible legacy for the Wagga Wagga community.

2.3.2 Case Study: Delivering Community Value Through the September 2026 Rail Possession

During the July to September 2026 reporting period, Inland Rail and Martinus delivered a second 96-hour rail possession across the Albury to Illabo section from 11 to 15 September. Rather than restating the construction activities outlined in Section 2.2, this case study focuses on how the possession was managed to support community preparedness, maintain stakeholder confidence and generate local social and economic value.

The possession required coordinated planning across multiple communities and stakeholder interfaces. Its delivery demonstrated the value of early engagement, tailored communications and practical mitigation measures when undertaking intensive works within a limited rail access window.

Coordinating a complex stakeholder environment

Planning brought together construction, rail operations, traffic, environment, safety, communications and stakeholder engagement teams. Coordination with ARTC, rail operators, councils, emergency services, schools, businesses and directly affected residents enabled access requirements and community impacts to be considered before the possession commenced.

This integrated approach established clear escalation pathways and supported consistent information across the alignment. It also enabled emerging matters to be assessed quickly and addressed by the appropriate project discipline during the possession.

Supporting community preparedness and minimising disruption

A targeted engagement program was implemented before and during the possession. Direct notifications, face-to-face discussions and liaison with councils and emergency services provided stakeholders with information about timing, temporary detours, access arrangements, out-of-hours work and available support.

The project maintained a visible and responsive presence during delivery, allowing enquiries and emerging issues to be managed promptly. Feedback and observations were shared across the delivery team to refine communications and mitigation measures where required.

Supporting local participation

Delivery of the September possession drew on local and regional suppliers for goods and services including accommodation, logistics, plant, equipment, materials and traffic support. This helped retain expenditure within communities along the alignment and supported regional capability in major infrastructure delivery. Local suppliers engaged for the possession works included ATD Civil, Mawsons, Boral, Bald Hill Quarry, Safe Pak, Civiltest and Heidelberg Concrete in Albury, and Kennedy Bros, Jordon Cheney, Burgess Earthmoving, Milbrae Concrete/Mawsons, Orion Consulting, Wamarra and ABAGM in the Wagga Wagga and Junee areas, contributing to more than $20 million in local spend.

Generating broader community benefits

The temporary increase in workforce activity also created indirect demand for accommodation, hospitality, fuel, retail and other services. These benefits extended the value of the possession beyond the worksites and contributed to local economic activity during the reporting period. During the September possession, $83,653 was contributed to the local communities of Junee and the Junee-to-Illabo area through respite vouchers.

Continued collaboration with regional suppliers strengthened relationships and experience that can support participation in future infrastructure opportunities.

Maintaining safety, access and community confidence

Safety, access and community confidence remained central to possession planning. Ongoing liaison with emergency services and councils supported access arrangements, while advance communication assisted road users, schools, businesses and residents to prepare for temporary changes. This liaison was particularly important in smaller communities such as Yerong Creek, where possession-related detours could affect emergency response routes and timely access.

The possession reinforced the importance of clear, location-specific information, coordinated stakeholder contacts and rapid issue escalation. These lessons will continue to inform planning for future high-impact construction windows.

Delivering lasting social value

The September possession demonstrated that intensive rail construction can be delivered while maintaining a strong focus on community preparedness, local participation and responsive impact management.

By combining coordinated delivery with targeted engagement and regional procurement, the project progressed essential infrastructure while supporting local businesses, workforce opportunities and community confidence across the Albury to Illabo section.

2.4 Workforce Management

The project continues to prioritise local workforce participation, including First Nations participation. To date, the project has achieved progress on the following workforce participation indicators:

Total A2I workforce at end of September 2026 is 1,972 workers. Social locality workers are 305. Represents 15.5% of the overall workforce.

- Indigenous people (7.7%)
- Women (7.0%)
- Under 25 years of age (10.8%)
- Apprenticeship / traineeship positions (1.8%).

Workforce conduct remains positive, with no avoidable complaints. Wellbeing programs include corporate gym memberships (uptake of 58%), mentoring, and mental health support through Assure and Mates in Construction. An agreement with Wagga Wagga Medical Centre ensures medical access for non-resident workers. Collaboration with councils and the Inland Rail Skills Academy continues to strengthen local recruitment, skills development, and planning for community and volunteer initiatives

TABLE 2 PROGRESS TOWARDS WORKFORCE MANAGEMENT TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Workforce Management	Construction	Amount as a cumulative total, number of residents employed from the social locality at end of project	20% of the Workforce are residents in the social locality. The percentage of the workforce in each LGA is greater than zero.	**Data:** Workforce participation data **Source:** Construction employment register Employment enquiry log.	Monthly during construction	Current Quarter (Sep 2026) 15.5% of the Workforce are residents in the social locality Previous Quarter (June 2026) 15.9% of the Workforce are residents in the social locality The percentage of the workforce in each LGA is greater than zero
Workforce Management	Construction	Number of Indigenous people, women, under 25s employed and apprentices at end of project	20% of total cumulative workforce should comprise of: • Local residents • Indigenous people • Women • Under 25 years of age • Apprenticeship / traineeship positions	**Data:** Workforce participation data **Source:** Construction employment register Employment enquiry log	Monthly during construction	Current Quarter (Sep 2026) A total of 30.6% of the projects cumulative workforce comprises of workers who are: • Local residents • Indigenous people • Women • Under 25 years of age • Apprenticeship / traineeship positions

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						Previous Quarter (June 2026) A total of 32.7% of the projects cumulative workforce comprises of workers who are: • Local residents • Indigenous people • Women • Under 25 years of age • Apprenticeship / traineeship positions
Workforce Management	Pre-construction	Resources and support provided to successfully access and engage in local employment opportunities	• Employment information sessions are conducted in the social locality at schools and career expos and result in job applications for the project. • Proactive promotion of project opportunities through community groups, schools and colleges within the social locality.	**Data:** Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive promotions made, and channels used, employment enquiry log. **Source:** Event attendance records, feedback surveys, communication records, Martinus Rail HR records	Quarterly	2026 events – Construction • Clontarf Employment Expo – June 2026 • Try a Trade – Wagga Wagga – August 2026 • Henty Machine Field Day – September 2026 2025 events - Construction • Meet Martinus – Wagga Wagga April 2025 • Meet Martinus – Albury May 2025 • Try a Trade – Wagga Wagga August 2025 • Koori Careers Fair – Albury – November 2025 2024 events - pre construction • Clontarf Employment Expo - July 2024 - Attended with Martinus Rail • Wagga Wagga Try a Trade Event - August 2024- Attended with Martinus • Inland Rail Workforce Development Event – Albury & Wagga Wagga – April 2024
Workforce Management	Construction	Resources and support provided to successfully access and engage in local employment opportunities	• Minimum of 4 employment information sessions are conducted in the social locality at schools and career expos and result in job	**Data:** Number of employment information sessions conducted, attendance figures, feedback from participants, records	As new roles are released throughout construction. Quarterly during construction.	Current Quarter (Sep 2026) Both Martinus Rail and Inland Rail supported the following Career Expos: • REIP Try a Trade Expo Wagga Wagga – August 2026. 672 students attended the expo

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
			applications for the project. • Proactive promotion of project opportunities through community groups, schools and colleges within the social locality.	of proactive promotions made, and channels used, employment enquiry log. **Source:** Event attendance records, feedback surveys, communication records, Martinus Rail HR records		• Clontarf Site Experience Day Wagga Wagga August 2026 <u>Previous Quarters</u> <u>2026 events – construction period</u> • Koori Services Expo – Albury November 2025 • Rail Readiness pre-employment program – Wagga Wagga – November 2025 • Rail Readiness First Nations pre-employment program – Wagga Wagga – November 2025 • Clontarf Riverina Employment Expo – June 26 <u>2025 events - construction period</u> Both Martinus Rail and Inland Rail supported the following Career Expos: • REIP Try a Trade Expo Wagga Wagga - August 2025. 582 students attended the expo. • Clontarf Foundation Career Expo - Wagga Wagga - July 2025. • Koori Services Expo – Albury November 2025 • Rail Readiness pre-employment program – Wagga Wagga – November 2025 • Rail Readiness First Nations pre-employment program – Wagga Wagga – November 2025
Workforce Management	Operation	Resources and support provided to successfully access and engage in local employment opportunities	• Proactive promotion of project opportunities through community groups, schools and colleges within the social locality. • Target to be confirmed 12 months	**Data:** Number of employment information sessions conducted, attendance figures, feedback from participants, records of proactive	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
			prior to operation with consideration for relevant ARTC strategies.	promotions made, and channels used, employment enquiry log. **Source:** Event attendance records, feedback surveys, communication records, Martinus Rail HR records		
Workforce Management	Pre-construction and construction	Number of residents who have completed Inland Rail Skills Academy courses in the social locality at end of project.	• At least 100 residents from the social locality completed Inland Rail Skills Academy courses. • Inland Rail Skills Academy graduates can be successful in applying and receiving work on the project.	**Data:** Employment enquiry log, Construction employment register. **Source:** Martinus Rail HR records and subcontractor training records, IR Skills Academy Database	Quarterly during pre-construction Monthly during construction	Current Quarter (Sep 2026) Nil for the quarter Previous Quarters Training completed by IRSA (Total students to date = 241), comprising 6 different competencies/qualifications. Training conducted in Wagga Wagga and Albury.
Workforce Management	Pre-construction and construction	Number of residents who have completed training delivered by Principal contractor in the social locality at end of project	6% of the workforce from social locality will participate in training and skills development programs	**Data:** Workforce participation data **Source:** Martinus Rail HR records and subcontractor training records	Quarterly during pre-construction Monthly during construction	Current Quarter (Sep 2026) Social locality workforce participating in training and skilling program is 5.8%. Previous Quarter (June 2026) Social Locality workforce participating in training and skilling programs is 6.6%.
Workforce Management	Construction	Number of complaints from community members regarding non- resident workforce behaviour.	0 avoidable community complaints attributed to workforce behaviour / conduct	**Data:** Number of complaints **Source:** Complaints register	Monthly during construction	Current Quarter (Sep 2026) The quarter received four avoidable complaints related to workforce conduct. All were closed: two within two hours, one within 24 hours and one within 36 hours. Previous Quarter (June 2026) 4 Complaints lodged as a result of workforce behaviour/conduct. All avoidable. All closed. 2 complaints resolved within 2 hours, 1 complaint

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						resolved within 24 hours, and one complaint resolved within 36 hours.
Workforce Management	Construction	Number and duration of volunteer activities undertaken by Workforce	At least 50% of the non-FIFO office-based workforce register interest to participate in a volunteering activity every year.	**Data:** Number of volunteering activities registered per employee, per year. **Source:** Martinus Rail HR records.	To be monitored quarterly during construction.	Current Quarter (Sep 2026) Volunteers gave their time for the following events throughout the quarter: - Try a Trade careers expo event – 2 volunteers from Martinus Rail - Clontarf site tour event – 3 volunteers from Martinus Rail to deliver the event outside their roster time. Previous Quarter (June 2026) To date the Illabo site team has donated $130 through the earn and return program to Illabo Public School. The project also contributed $800 to Boys to the Bush fundraiser in May to support local diversion programs in Wagga Wagga. During the reporting period Martinus staff volunteered labour at annual regional events/ show assisting with setup and equipment such as water truck and marquees
Workforce Management	Construction	Number of complaints from local businesses and councils about staff shortages	0 avoidable community complaints attributed to local workforce constraints caused by the project	**Data:** Number of complaints **Source: Complaints register**	Monthly during construction	Current Quarter (Sep 2026) 0 complaints from local businesses or councils about staffing shortages Previous Quarter (June 2026) 0 complaints from local businesses or councils about staffing shortages

2.5 Local Business and Industry Content

The project aims to focus on local and First Nation procurement, along with initiatives to provide support to local businesses and engaging with key contractors.

To date the project has achieved progress on the following Industry participation indicators (based of procurement spend):

- Local procurement within the social locality – 16.6%
- First Nations procurement – 1.26%
- First Nations procurement within the social locality – 0.28%).

Engagement through Meet the Contractor events, collaboration with the Industry Capability Network, Indigenous Business Network, and local Elders groups, has improved regional supplier participation. Inland Rail's Business Capability Workshops have provided support to local businesses to obtain contracts on the project.

TABLE 3 PROGRESS TOWARDS LOCAL BUSINESS AND INDUSTRY PARTICIPATION TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 Sep 2026
Local Business and Industry Participation	Pre-construction and construction	Amount spent as a cumulative total, and number of businesses engaged during the delivery of the proposal from different LGAs in the social locality by end of project	• 20% of contractor spend is with businesses from the social locality across minimum 15 business. • 5% of contractor spend is with Indigenous businesses, including 1.5% with Indigenous businesses from the social locality. • The percentage of construction contractor spend in each LGA is greater than zero.	**Data:** Principal contractor procurement data **Source:** Project Financial Reports	Monthly	Current Quarter (Sep 2026) • Contractor spend within the social locality is 16.6%, representing 138 businesses. • Contractor spend with First Nations businesses is 1.26% • Contractor spend with First Nations businesses within the social locality is 0.28% • Each LGA within the social locality has recorded contractor spend, except for the Lockhart LGA. Previous Quarter (June 2026) • Contractor spend within the social locality is 19.2%, representing 133 businesses. • Contractor spend with First Nations businesses is 1.62%

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 Sep 2026
						• Contractor spend with First Nations businesses within the social locality is 0.35% • Each LGA within the social locality has recorded contractor spend, except for the Lockhart LGA
Local Business and Industry Participation	Pre-construction and construction	Delivery of business capability initiatives and activities for local and Indigenous businesses.	• Delivery of Business Capacity Building Program • Delivery of 'Meet the Contractor' events • Over 50% of participants involved in business capability initiatives and activities report it being of value.	**Data:** Principal contractor procurement data, post-event/program participant feedback **Source:** Project Financial Reports, IR Skills Academy Database, feedback surveys, communications records	Quarterly	<u>Current Quarter (Sep 2026)</u> • Local businesses were invited to participate in the Inland Rail Sustainability Mentoring Program. The opportunity was shared with all businesses registered with the project. It was also promoted through local chambers of commerce to broaden awareness and participation. <u>Previous Quarters</u> • Business engagement/capability workshops delivered: • 10 Business have taken up the Martinus sponsored Why leave Town sponsorship Wagga Business chamber is continuing to engage more businesses to take up sponsorship . • In the May possession$10,600 "why leave town" vouchers were issued to eligible Wagga Wagga residents and $60,000 visa card vouchers were issued to eligible Junee and J2I residents to spend at local businesses. • Workshop content included: Being visible and compliant; Being prepared to tender, Being prepared for contract management and delivery; and Meeting buyer requirements.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 Sep 2026
						Some key highlights : 99% of suppliers reported learning some or a lot of new information at each workshop 94% of participants detailed that they would recommend the Program to other businesses 99% agreed that the Meet the Buyer sessions were valuable • Meet the Contractor events: - Meet the Contractor event - Wagga Wagga - March 2025 - 80 businesses participated - Meet the Contractor event - Wagga Wagga - July 2022 - 89 businesses participated - Meet the Contractor event - Albury - July 2022 - 77 businesses participated
Local Business and Industry Participation	Construction	Resources and support provided to successfully access and engage in supply chain opportunities	• Minimum of 4 supplier information session to be conducted in Wagga Wagga and Albury. • Proactive promotion of project opportunities through industry associations within the social locality. • Over 50% of participants receiving support report it being of value.	**Data:** Number of supplier information sessions conducted, attendance figures, feedback from participants and records of proactive promotions made and channels used. **Source:** Event attendance records, feedback surveys, communication records.	• As new tenders are released throughout construction. • Quarterly during construction.	Current Quarter (Sep 2026) Local businesses were invited to participate in the Inland Rail Sustainability Mentoring Program. The opportunity was shared with all businesses registered with the project. It was also promoted through local chambers of commerce to broaden awareness and participation. Previous Quarter (June 2026) Coffee and Connect – Wagga Business Chamber - The Brew - April 2026. Opportunities for local businesses to engage with Martinus Rail and their procurement team. Meet the Contractor sessions provided local businesses with a project update

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 Sep 2026
						along with future procurement opportunities: Meet Martinus event - Albury - May 2025 - 80 businesses attended Meet Martinus event - Wagga Wagga - April 2025 - 44 businesses attended Meet the Contractor event - Wagga Wagga - July 2022 - 89 businesses participated Meet the Contractor event - Albury - July 2022 - 77 businesses participated Project opportunities advertised through ICN Gateway, Business NSW, Local chambers of commerce and local councils. Respite Offer program - Introduction of a “Why Leave Town” voucher, designed to encourage residents impacted by the project to shop locally. The initiative supported affected residents while also enabling local businesses to register for the program and access associated benefits, reinforcing a collaborative, place-based approach to impact mitigation and local economic support. No formal survey data from project information sessions, however all feedback received from attendees were positive with comments on the value of the information ad ability to develop relationships with the contractor.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 Sep 2026
Local Business and Industry Participation	Operation	Resources and support provided to successfully access and engage in supply chain opportunities	Proactive promotion of project opportunities through industry associations within the social locality, with consideration to ARTC ESG Strategy.	**Data:** Number of supplier information sessions conducted, attendance figures, feedback from participants and records of proactive promotions made and channels used. **Source:** Event attendance records, feedback surveys, communication records.	Quarterly	NA - Operations commitment
Local Business and Industry Participation	Pre-construction and construction	Attendance rates at Inland Rail Skills Academy capacity building sessions, by end of project	• At least 50 businesses from the social locality and five indigenous businesses attend Inland Rail Skills Academy capacity building sessions during pre-construction and construction. • Technical support provided to assist navigating the online application portal.	**Data:** Total attendance count, sessions details and breakdown of attendees **Source:** IR Skills Academy Database	Quarterly during pre-construction/ Construction	Current Quarter (Sep 2026) Nil this quarter Previous Quarter (June 2026) 154 businesses within the social locality participated in Inland Rail's Business Capability program - Pathways to Opportunities. These workshops were held during the pre-construction and construction phases. In addition to the workshops, ICN Gateways provided support to social locality businesses with technical support as part of the Meet the Contractor series of events.
Local Business and Industry Participation	Operations	Number of local businesses who use Inland Rail to transport their products/materials	*To be confirmed 12 months prior to operation*	**Data:** Number of businesses that have utilised Inland Rail for transporting their products or materials over a specified period.	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 Sep 2026
				Source: To be confirmed prior to operation.		

2.6 Housing and Accommodation

Workforce sourcing and accommodation management have minimised local housing impacts. Three accommodation agreements have been secured in Wagga Wagga and three in Albury. Approximately 70% of non-resident workers are in rentals or caravan parks, and 30% in hotels or motels. Vacancy rates remain stable, including during peak tourism periods.

A Memorandum of Understanding with a local provider ensures priority access to motel-style accommodation, supported by monthly monitoring of occupancy and availability. Workforce peaks are scheduled outside tourism seasons, and coordination with councils, accommodation providers, and Regional NSW continues to track and manage local housing trends

TABLE 4 PROGRESS TOWARDS HOUSING AND ACCOMMODATION TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Housing and Accommodation	Pre-construction and construction	Number of agreements or arrangements made with local accommodation providers and stakeholders (such as councils and tourist operators) to manage housing pressures	Establish at least 5 formal agreements with local accommodation providers and hold quarterly meetings with relevant stakeholders to discuss and assess cumulative pressures throughout the project duration.	**Data:** Total number of formal agreements, records of quarterly meetings with relevant stakeholders, documentation of discussions and outcomes from those meetings. **Source**: Engagement records, local rental data from SQM Research	Quarterly	Current Quarter (Sep 2026) No change from previous quarter. Previous Quarter (June 2026) Martinus Rail have established partnerships with three locally owned accommodation providers (Wagga Wagga and Albury) to ensure stable, reliable housing for the construction workforce and to retain economic benefits within the region. Three agreements are sufficient for non-possession workforce, therefore 5 agreements not required. Regular engagement with local councils and accommodation providers is undertaken to review conditions and confirm that no housing impacts have occurred. Where impacts are identified such as the Wagga Wagga Show, further consultation is initiated with councils and providers to agree on appropriate mitigation measures (e.g. re-allocation, schedule adjustment, or expansion of available accommodation).

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Housing and Accommodation	Construction	Percentage of workers sourced from the social locality	• 20% of the Workforce are residents in the social locality. • The percentage of the workforce in each LGA is greater than zero.	**Data:** Workforce participation including number of workers, number of workers who are resident from the social locality and breakdown of workforce by LGA. **Source:** Construction employment register	Quarterly	Current Quarter (Sep 2026) 15.5% of the Workforce are residents in the social locality. The percentage of the workforce in each LGA is greater than zero. Previous Quarter (June 2026) 15.9% of the Workforce are residents in the social locality. The percentage of the workforce in each LGA is greater than zero.
Housing and Accommodation	Construction	Percentage of non-residential workers accommodated in a variety of solutions (rented apartments, hotels, motels, etc.) versus the total number of non-residential workers.	At least 60% of non-residential workers are accommodated in a mix of solutions (e.g., 30% in rented accommodations and 30% in hotels/motels) to diversify accommodation types and minimise local market impact.	**Data:** Total number of non-residential workers, breakdown of accommodation types used by contractors, proportion of non-residential workers in each accommodation category. **Source:** Accommodation usage reports from contractors, engagement records with local accommodation providers, monitor rental listings.	Quarterly	Current Quarter (Sep 2026) No change from previous quarter. Previous Quarter (June 2026) To date, housing impacts remain low, with vacancy rates stable across key locations. Approximately 72% of non-resident workers are in rentals or caravan parks, and 28% in hotels or motels.
Housing and Accommodation	Construction	Short term accommodation vacancy rates remain consistent throughout the delivery program.	No complaints from temporary accommodation providers or tourism bodies relating to vacancy shortfalls	**Data:** Vacancy rates for short-term accommodation, number of complaints received from temporary	Monthly during construction	Current Quarter (Sep 2026) 0 event-related complaints have been received. Previous Quarter (June 2026)

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
			due to the project during major tourist event	accommodation providers and tourism bodies regarding vacancy issues. **Source:** Engagement and complaints records, meetings and feedback from tourism bodies and local councils.		0 event-related complaints have been received.

2.7 Community Health and Wellbeing

The project prioritises community health and wellbeing through targeted engagement and proactive mitigation. Partnerships with local councils, health providers (Murrumbidgee Local Health District) and community organisations (LALCs, Multicultural Council of Wagga Wagga and Regional Disability Advocacy Services) have identified and supported vulnerable populations, with notifications and engagement undertaken in line with the CSEMP.

Accessibility measures, including community shuttle services and clear communication during temporary closures, support residents with mobility needs. Regular engagement with schools ensures safe access and delivery of construction and rail safety information.

Community input continues to inform design, particularly for pedestrian bridges, incorporating privacy, and safety measures in sensitive locations. Connecting with Country principles are embedded in urban design, and Martinus supports local legacy projects and community events that enhance long-term wellbeing and local identity.

TABLE 5 PROGRESS TOWARDS COMMUNITY HEALTH AND WELLBEING TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Community Health and Wellbeing	Construction	Number of non-compliance events during construction that could cause amenity impacts	No non-compliance events during construction that could cause amenity impacts	**Data:** Total number of non-compliance events recorded during construction and description of each and its potential impact on amenity. **Source:** Compliance	Monthly during construction	Current Quarter (Sep 2026) 0 amenity related non- compliance events in the reporting period Previous Quarter (June 2026) 0 amenity related non- compliance events in the reporting period

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
				monitoring reports, CEMP documentation, complaints register		
Community Health and Wellbeing	Construction	Number of complaints around noise, vibration, dust and traffic from sensitive receivers	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	**Data:** Total number of complaints, response time for each complaint and resolution status of each complaint. Source: Complaints register	Monthly during construction	Current Quarter (Sep 2026) During the July to September 2026 reporting period, 13 complaints related to noise, air quality or traffic were recorded, and all were closed. Noise: 6, Air quality: 1,Traffic: 6 Vibration: 0 Previous Quarter (Sep 2026) 16 complaints regarding noise, air quality, vibration and traffic. 13 closed, 3 remain open for monitoring.
Community Health and Wellbeing	Construction	Percentage of disturbed areas that have been revegetated within a specified timeframe after construction activities are complete	100% of identified vulnerable areas to be revegetated within two weeks of construction completion in those areas	**Data:** Total area of disturbed land that requires revegetation, area of disturbed land that has been successfully revegetated and dates of completion for revegetation activities. **Source:** Revegetation monitoring reports, environmental management plans, site inspection records, and photographs documenting	• Weekly during the revegetation period (to ensure timely tracking of progress). • Monthly reports, thereafter, summarising the success of revegetation efforts and any challenges faced.	Current Quarter (Sep 2026) N/A in this reporting period. This indicator will not be updated until construction has been completed. Once completed, updates will be added. Previous Quarter (June 2026) N/A in this reporting period

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
				revegetation progress.		
Community Health and Wellbeing	Construction	Support projects within the social locality that enhance aesthetic values	A minimum of two financial support initiatives or partnerships with projects, events or entities (e.g. schools) that enhance aesthetics within the local community (i.e. providing labour to build a community garden), during each year of construction	**Source:** Number of financial support initiatives or partnerships established, description of each including objectives and outcomes and documentation of funding amounts allocated to each project. **Source:** Financial records and expenditure reports, partnership agreements and progress reports from supported projects, detailing activities and impacts on local aesthetics	Quarterly social delivery reports	Current Quarter (Sep 2026) As part of the Inland Rail Community Grants program, an application was successful to improve water harvesting at the Erin Earth facility. The project routes water from existing tanks and re-routing overflow water to larger tanks. Improves sustainability to water and maintain gardens. Previous Quarter (June 2026) As part of the Inland Rail Community Grants program, an application was successful to install photos, audio and video messages from local Wiradjuri elders within the Wagga Wagga Base Hospital. Creates a culturally safe, welcoming entrance to the Emergency Department of the hospital.
Community Health and Wellbeing	Operations	Support projects within the social locality that enhance aesthetic values	With consideration of ARTC ESG Strategy, target to be confirmed 12 months prior to operation.	**Source:** Number of financial support initiatives or partnerships established, description of each including objectives and outcomes and documentation of funding amounts allocated to each project. **Source:** Financial	Biannually	NA - Operations commitment

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
				records and expenditure reports, partnership agreements and progress reports from supported projects, detailing activities and impacts on local aesthetics		
Community Health and Wellbeing	Construction	Number of initiatives that build appreciation for Indigenous history and culture in the workforce	At least two initiatives to enhance workforce appreciation per year, during construction, as determined in consultation with local Indigenous leaders	**Data:** Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative **Source:** Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Quarterly social delivery reports	<u>Current Quarter (Sep 2026)</u> • Clontarf Site Experience Day – Wagga Wagga, August 2026. • NAIDOC week activities (Inland Rail and Martinus Rail) and events including guest speakers and First Nations native food experiences. <u>Previous Quarters</u> <u>2026 activities/initiatives</u> • Participation in National Sorry Day commemorative event in Wagga Wagga. <u>2025 activities/initiatives</u> • Cultural Awareness tours - Albury and Wagga – April 2025 • Significant smoking of bridges before commencement – February 2025 • Elders guest speaking at toolbox talk – June 2025 • Wagga Wagga NAIDOC Ball attendance – July 2025 • Participation at the Waluwin Festival – Albury November 2025 • Launch and award EOI for an alignment wide First Nations Artist to create art that represents the project.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Community Health and Wellbeing	Operations	Number of initiatives that build appreciation for Indigenous history and culture in the workforce	With consideration to ARTC Reconciliation Action Plan commitments. Target to be confirmed 12 months prior to operation.	**Data:** Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative **Source:** Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Biannually	NA - Operations commitment
Community Health and Wellbeing	Construction	Number of initiatives implemented to enhance connection to Country for those people living and working in the social locality.	At least two initiatives to enhance connection to Country per year, during construction, for example cultural immersion tours and participation in significant Indigenous events.	**Data:** Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative **Source:** Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Quarterly social delivery reports	Current Quarter (Sep 2026) • NAIDOC week activities (Inland Rail and Martinus Rail) and events including guest speakers and First Nations native food experiences. Previous Quarters 2025 activities/initiatives • Cultural Awareness tours - Albury and Wagga – April 2025 • Significant smoking of bridges before commencement – February 2025 • Elders guest speaking at toolbox talk – June 2025 • Wagga Wagga NAIDOC Ball attendance – July 2025

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						• Participation at the Waluwin Festival – Albury November 2025 • Launch and award EOI for an alignment wide First Nations Artist to create art that represents the project.
Community Health and Wellbeing	Operations	Number of initiatives implemented to enhance connection to Country for those people living and working in the social locality.	With consideration to ARTC Reconciliation Action Plan commitments. Target to be confirmed 12 months prior to operation.	**Data:** Number of initiatives, description of each initiative, including objectives, activities, and participant feedback, participation rates of workforce members in each initiative **Source:** Event records and attendance logs, feedback surveys from participants engagement records from consultations with local Indigenous leaders.	Biannually	NA - Operations commitment
Community Health and Wellbeing	Construction	Number of non-resident workforce accessing to local health service providers	• 60% of health providers within social locality surveyed to understand provision of services and availability of services to new patients. • non-resident workforce does not	**Data:** Number of non-resident workforce members accessing local health services, survey responses from health providers regarding service provision and capacity to accept new patients.	Quarterly	Current Quarter (Sep 2026) No data available for the quarter. Previous Quarter (June 2026) Based on MPHN and NSW Health/BHI sources reviewed this quarter; insufficient evidence exists to link A2I's non-resident workforce to reduced emergency department access for locals. Emergency department activity remains high across the Murrumbidgee Local Health District,

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
			have an impact on services access for locals.	**Source:** Health service provider surveys and feedback forms, data collected from local health service providers (clinics, hospitals) about the number of non-resident patients.		consistent with statewide trends; however, no dataset currently isolates presentations by non-resident workers. The project will commence provider surveying (target ≥60% coverage) and seek MLHD utilisation breakdowns to confirm no adverse impact on local service access.
Community Health and Wellbeing	Construction	Implementation of wellness programs that promote preventive care and mental health support for the workforce	100% of workforce are engaged in at least one wellness initiative implemented by the contractor during each construction year.	**Data:** Number of wellness initiatives offered, participation rates of the workforce in each initiative and feedback from participants on the initiatives' effectiveness and areas for improvement **Source:** Attendance records for each wellness initiative, surveys or feedback forms completed by participants, contractor reports summarising engagement levels and wellness program outcomes	Quarterly social delivery reports	Current Quarter (Sep 2026) • The Martinus Ten Safety and Wellbeing Program was delivered across all project sites during the reporting period, with a focus on employee wellbeing and psychosocial safety. • Martinus participated in Rail Safety Week in August 2026. • Martinus recognised R U OK? Day through on-site toolbox talks and pre-start meetings. Previous Quarters 2026 activities/initiatives • 18 participated in the Albury running festival - May 2026 • 130 participated in Pinnacle team challenge designed to promote teamwork, communication and employee wellbeing – June 2026 2025 activities/initiatives • Martinus wellbeing program • 39 participated in Wagga half marathon festival – November 2025 • Rail safety month – October 2025

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Community Health and Wellbeing	Construction	Number of community grants delivered to assist with enhancing health and wellbeing outcomes in the social locality	Implementation of Inland Rail Community Grants Program. Four rounds annually (Feb-April, May-July, Aug-Oct, Nov-Jan)	**Data:** Number of community grants awarded, amount of funding allocated for each grant, description of each funded initiative and its intended health and wellbeing outcomes. **Source:** ARTC social investment records, reporting from grant recipients on project implementation and outcomes.	Quarterly	Current Quarter (Sep 2026) Inland Rail Community Grants program (Round 30) supported 7 community initiatives during the quarter, providing $23,929 in grant funding. Within the social locality, the total Community Grants approved are 121 projects worth $422,231.
Community Health and Wellbeing	Construction	Number of community safety initiatives delivered or supported	• At least two rail safety events annually during construction • 50% of community attendees at the events find it informative and valuable.	**Data:** Total number of community safety initiatives or events organised, attendance numbers and feedback or evaluations from participants on the effectiveness of the initiatives. **Source:** ARTC event logs, feedback surveys.	Quarterly	Current Quarter (Sep 2026) During the reporting period, Martinus and Inland Rail delivered a Clontarf Site Experience Day in Wagga Wagga. The visit gave students practical exposure to an active rail construction environment and reinforced the rail-safety principles discussed with the project team. Students considered hazards around the rail corridor, the importance of remaining within designated access areas, obeying signage and directions, and making safe decisions near construction activity and operational rail infrastructure. The experience connected safety education with real-world site conditions while also introducing students

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						to the range of roles, skills and responsibilities involved in safely delivering major rail infrastructure. Rail and construction safety messaging was also incorporated into the REIP Try a Trade Expo in Wagga Wagga in August, attended by 672 students, and the Henty Machinery Field Days in September. These activities broadened safety awareness among young people and regional communities beyond those directly affected by construction. <u>Previous Quarters</u> <u>2026 activities/initiatives</u> Engagement partnered with Kooringal High School and PCYC to support the development of a student-led rail safety education initiative aimed at improving community awareness of safe behaviours around the rail corridor. <u>2025 activities/initiatives</u> During the reporting period, the project delivered and supported multiple community safety initiatives focused on rail safety awareness across the social locality. Rail safety education sessions were introduced at Junee Public School and Junee High School as part of the awareness campaign for the Kemp Street Bridge closure, reaching a large number of students and staff. Rail safety messaging also featured prominently at regional community events, including the Illabo Show, Wagga Wagga Show, The Rock Show, Lockhart Spirit of the Outback Festival, Henty Machinery Field

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						Days, and Culcairn Show, ensuring broad community engagement across the project footprint. Pedestrian safety to support Mothers Bridge Closure - October and November 2025 End of year safety messages – traffic safety (schools) – return of construction activity December 2025
Community Health and Wellbeing	Construction	Successful partnerships established between local mental health services and Inland Rail	At least one partnership is established during construction. e.g. Murrumbidgee Primary Health Network	**Data:** Number of partnerships established with local mental health services, details of the programs initiated and participation rates. **Source:** ARTC partnerships records, attendance and participation records from mental health initiatives	Quarterly	Current Quarter (Sep 2026) No update for this quarter. Previous Quarter (June 2026) Inland Rail has had a partnership with the Murrumbidgee PHN since 2022 to support mental health clinical provision, but to also access data identifying trends in mental health support.
Community Health and Wellbeing	Construction	Number of works notifications sent out to residents within 1km of distance of each enhancement site	90% of residents located within 1km to enhancement site was notified	**Data:** Total number of notifications sent number of residents within 1km of each enhancement site. **Source:** engagement records	Quarterly	Current Quarter (Sep 2026) Between 1 July and 30 September 2026, 19 work notifications and project updates were published: five in July, six in August and eight in September. These included project and construction updates, out-of-hours works, track-possession notices, bridge delivery or installation notices, and other works notifications across Albury, Henty, Junee, Wagga Wagga, Uranquinty and Yerong Creek. All notifications can be viewed here:

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						Albury, Junee, Wagga Wagga, to Illabo Works Notices - Inland Rail Previous Quarter (June 2026) 20 Work notifications and project updates were distributed for the period April - May 2026. All works notifications can be viewed here: Albury, Junee, Wagga Wagga, to Illabo Works Notices - Inland Rail
Community Health and Wellbeing	Construction	Meetings held with Emergency Services – represented by the Regional Emergency Management Officer	• At least one meeting per month during construction • Reports of major access issues impacting emergency services are resolved within 24 hours.	**Data:** Number of meetings scheduled and held with emergency services, attendance records from each meeting and topics discussed and outcomes from meetings. **Source:** Meeting minutes and agendas, attendance logs, follow-up correspondence summarising discussions	Quarterly	Current Quarter (Sep 2026) • LEMC Albury and Greater Hume – August • LEMC Junee – August Previous Quarter (June 2026) Meetings and engagements with Albury/Greater Hume emergency services held in February to understand the ongoing impacts of construction if any.
Community Health and Wellbeing	Construction	Number of complaints about delays to emergency services	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	**Data:** Total number of complaints received regarding delays, time taken to respond to each complaint and resolution status of each complaint. **Source:** Complaints register	Monthly during construction	Current Quarter (Sep 2026) 0 complaints to date regarding delays to emergency services. Previous Quarter (June 2026) 0 complaints to date regarding delays to emergency services. Emergency services were briefed twice weekly during the traffic trial and provided traffic mitigation maps to reduce any impact to emergency response during the traffic trial

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						and since the Edmondson Street bridge closure.
Community Health and Wellbeing	Construction	Number of complaints about mobility or parking issues at schools during construction	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint**.** **Source:** Complaints register	Monthly during construction	Current Quarter (Sep 2026) 0 complaints to date regarding mobility or parking issues at schools Previous Quarter (June 2026) 0 complaints to date regarding mobility or parking issues
Community Health and Wellbeing	Construction	Percentage of local schools engaged in discussions about construction timelines and support initiatives during the project.	Achieve engagement with at least 80% of local schools within the project area, ensuring they are informed and supported throughout the construction period	**Data:** List of local schools within the project area, number of schools engaged in discussions and topics covered during discussions and any follow-up actions **Source:** Engagement records (for the purposes of this exercise the schools identified in the project area are; Illabo Public School, Junee Public School, Junee High School, St Josephs Primary School, South Wagga Public School, Kildare Catholic College, Wagga Wagga High School, Uranquinty Public School, The	Quarterly to assess engagement progress and inform future outreach efforts	Current Quarter (Sep 2026) During the reporting period, engagement continued with 100% of local schools along the alignment where significant works were undertaken. The school were informed via notification of the works happening in the area and any potential impacts. Previous Quarter (June 2026) During the reporting period, engagement continued with local schools along the alignment where significant works were undertaken. The school were informed via notification of the works happening in the area and any potential impacts. Additional engagement with South Wagga Public School and Kildare College in relation to Cassidy footbridge – driver behaviour drop off and pick up, pedestrian detour and parking. South Wagga Public, Wagga Wagga High, Kildare College engaged in relation to Mothers bridge temporary access restrictions and bridge span installation.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
				Rock Central School, Henty Public School, Culcairn Public School, Yerong Creek Public School, The Scots School, Albury Public School)		Site hive placed at Kildare College boarding house to monitor noise impacts in proximity of boarding house during increased bridge works.
Community Health and Wellbeing	Construction	Complaints about access, mobility or parking issues at key transport infrastructure	• 80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant. • 100% of site office workers are educated on the need to only park in designated parking spots and active transport and public transport use are encouraged	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. **Source:** Complaints register	Monthly during construction	Current Quarter (Sep 2026) Eight complaints relating to traffic, parking and access were recorded during the reporting period. These included detour impacts, parking, blocked access, road condition, drainage obstruction and property damage associated with diverted traffic. All matters were closed and resolved within 24 hours. 100% of site workers are educated on parking and access through daily pre-start and toolbox sessions. Previous Quarter (June 2026) 4 complaints to date regarding parking, access and driveway impacts. All complaints were closed within 2 hours. All site workers are educated about designated parking zones and where parking is not acceptable.
Community Health and Wellbeing	Pre-construction and construction	Targeted engagement with local organisations and representative bodies to identify and support vulnerable populations within the project area	• Establish agreed engagement plan with key local organisations and/or representative bodies within the first six months of the project	**Data:** Number of households visited or contacted within 1 km of enhancement sites, number of vulnerable individuals identified through the engagement process,	Quarterly	Current Quarter (Sep 2026) 100% achieved. Engagement plans in place with key local organisations. Previous Quarter (June 2026) During the April–June 2026 reporting period, engagement continued with identified

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
			• Key local organisations and/or representatives report effectiveness of engagement plan within 12 months of its implementation	documentation of the engagement plan and actions taken, feedback from key local organisations and/or representative bodies. **Source:** Engagement records, including those local organisation or representative bodies with knowledge and insights as to respectfully identifying potentially vulnerable residents.		vulnerable populations, including the provision of respite measures during high-noise works. Ongoing consultation with emergency services ensured awareness of construction impacts, road and level crossing closures, and access arrangements to support emergency response.
Community Health and Wellbeing	Pre-construction/ construction	Number of vulnerable residents who received additional support reports having improved their wellbeing	100% of vulnerable residents' requests to manage wellbeing issues due to construction activities are resolved to a satisfactory level.	**Data:** Number of vulnerable residents identified and supported, and documentation of the types of support provided (e.g., mental health services, financial assistance, etc.). **Source:** Engagement records and reports or feedback from local organisations involved in providing support.	Quarterly during construction	Current Quarter (Sep 2026) Support for vulnerable persons continued via respite vouchers for residents impacted during September possession, and the continued support for the Junee Shuttle and out of hours taxi service. During the September possession, $83,653 was contributed to the local communities of Junee and the Junee-to-Illabo area through respite vouchers. Previous Quarter (June 2026) Engagement with identified vulnerable populations continued throughout the April–June 2026 reporting period. In Wagga Wagga, the partnership with the local Chamber of Commerce expanded the range of businesses participating in the "Buy Local" program, increasing respite and alternative

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						accommodation voucher options. During the reporting period, the program contributed approximately $48,950 to the local communities in Junee, Wagga Wagga and Albury.
Community Health and Wellbeing	Construction	Death by suicide is considered in the design.	The impact of death by suicide is considered in the design of the new pedestrian bridges	**Data:** Death by suicide is considered in the design. **Source:** Detailed Design	Quarterly during design phase	Current Quarter (Sep 2026) Achieved Previous Quarter (June 2026) Community consultation identified several pedestrian and road bridges associated with past incidents of death by suicide. These insights have been integrated into the design review process to ensure safety and prevention considerations are embedded in the detailed design phase. Death by suicide has been considered in the detailed design. Specifically considering the climbing risks and screening requirements. Smoking ceremonies were held at all bridge locations by local elders prior to site establishment and construction in acknowledgement of cultural sensitivities associated with mental health and death by suicide. Death by suicide has been considered in the detailed design. Specifically considering the climbing risks and screening requirements. The 2025 event marked the final year of the Winter Solstice suicide prevention gathering in Albury. While this significant community event has now concluded, our ongoing focus will be on supporting mental health and wellbeing

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						within our workforce and subcontractor teams. During construction, all efforts will be made to maintain access to key support facilities and services, with appropriate communication and coordination undertaken to minimise disruption.
Community Health and Wellbeing	Operations	Number of complaints about delays to movement during operation	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. **Source:** Complaints register	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	NA - Operations commitment
Community Health and Wellbeing	Operations	Number of activities/sponsorships developed by Inland Rail with the community to promote social cohesion and / or enhance a sense of place.	• At least two sponsorships annually to enhance social cohesion in Junee • Duration to be confirmed 12 months prior to operation. • At least one sponsorship annually to promote social cohesion in Wagga Wagga and Greater Hume, and Lockhart. • Duration to be confirmed 12 months prior to operation.	**Data:** Total number of sponsorships and activities implemented, details of each sponsorship (e.g., nature of the initiative, location, duration). **Source:** ARTC social investment records and community feedback or surveys regarding the impact of the sponsorships	Quarterly	NA - Operations commitment
Community Health and Wellbeing	Construction	Number of complaints about difficulty to access key community	80% of complaints are responded to within 24 hours and	**Data:** Total number of complaints received, time taken	Monthly during construction	Current Quarter (Sep 2026) 0 complaints to date regarding accessing community events

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
		events from local residents, visitors, and businesses	resolved to a satisfactory level for the complainant	to respond to each complaint and resolution status of each complaint. Source: Complaints register		Previous Quarter (June 2026) 0 complaints to date regarding accessing community events

2.8 Community and Stakeholder Engagement

During the reporting period to 30 September 2026, the project maintained a structured and consistent approach to community and stakeholder engagement across all construction areas. Engagement activities focused on timely information sharing, responsiveness to community concerns, and maintaining strong relationships with key stakeholder groups.

Performance against all engagement indicators continues to meet targets, with feedback demonstrating that stakeholders remain well informed and supported throughout project delivery.

TABLE 6 PROGRESS TOWARDS COMMUNITY AND STAKEHOLDER ENGAGEMENT TARGETS

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Community and Stakeholder Engagement	Construction	Number of complaints received during the construction program, and whether those complaints followed the Inland Rail complaints handling procedure	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. **Source:** Complaints register	Monthly during construction	Current Quarter (Sep 2026) 24 complaints and feedback items were recorded from 1 July to 30 September 2026. 100% of matters were closed and responded to within 24 hours. Previous Quarter (June 2026) 16 complaints received, 3 remain open for monitoring, 11 resolved within 24 hours or less, 1 resolved within 36 hours, 1 resolved within 5 days as per IR timing.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
Community and Stakeholder Engagement	Construction	Number of stakeholder engagement activities conducted	Conduct at least two stakeholder engagement activities per year, with participation from at least 50% of key stakeholder groups	**Data:** Number of stakeholder engagement activities conducted attendance records and feedback from participants. **Source:** Engagement records and attendance logs.	Quarterly during construction	Current Quarter (Sep 2026) During the July to September 2026 reporting period, engagement focused on preparing communities for major works, particularly the 96-hour September rail possession. Targeted notifications, face-to-face contact and direct liaison kept residents, businesses, schools, road users, councils and emergency services informed about work timing, temporary detours, access arrangements and out-of-hours activity. Community initiatives also included the REIP Try a Trade Expo, a Clontarf Site Experience Day, and a student-led rail safety partnership with Kooringal High School and PCYC. Previous Quarter (June 2026) Stakeholder engagement during the April to June 2026 reporting period continued to exceed the project's engagement targets, supporting the delivery of major construction activities across the Albury to Illabo section. Engagement focused on maintaining community awareness of ongoing works at Edmondson Street Bridge, Pearson Street, Cassidy Parade Footbridge, Mothers Footbridge, the Murray River Bridge and the Albury Station precinct, while preparing stakeholders for upcoming construction milestones and temporary changes to access and traffic arrangements. Engagement activities remained proactive and targeted, with a strong emphasis on early notification, face-to-face engagement and responsive issue resolution. Regular liaison with councils,

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						emergency services, schools, transport operators, businesses, adjacent landowners and community groups ensured stakeholders were informed of construction progress and emerging impacts. Digital communications, construction notifications, community updates and Public Liaison Officer engagement supported timely information sharing and enabled the project team to respond quickly to community enquiries and feedback. These activities helped minimise disruption, maintain community confidence and support the safe and efficient delivery of construction works, while reinforcing collaborative relationships with key stakeholders across the project area.
Community and Stakeholder Engagement	Construction	Proportion of landowners who received information on the proposal schedule via the landowner liaison officer	100% of landowners with Land access agreement received information via Liaison officer	**Data:** Number of landowners contacted. **Source:** Engagement records	Monthly during construction	Current Quarter (Sep 2026) 100% Achieved Previous Quarter (June 2026) 100% Achieved. All correspondence with stakeholders including landowners provides contact information for the Public Liaison Officer.
Community and Stakeholder Engagement	Construction	Number of complaints from landowners/adjacent properties about not meeting land access agreements or property damage	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint. **Source:** Complaints register	Monthly during construction	Current Quarter (Sep 2026) Four complaints related to property matters during the reporting period. These concerned water leakage, electrical disconnection following a detour-related incident, blocked property access, and damage to a garden bed.

SOCIAL IMPACT AREA	PROJECT PHASE	INDICATOR	TARGET	METHOD	REPORTING FREQUENCY	UPDATE AS PER 30 SEP 2026
						100% of matters were investigated and closed within 24 hours. Previous Quarter (June 2026) 5 complaints received related to property damage.
Community and Stakeholder Engagement	Operations	Number of complaints from landowners/adjacent properties about not meeting land access agreements or property damage	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint**.** **Source:** Complaints register	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	NA - Operations commitment
Community and Stakeholder Engagement	Operations	Number of property residents who report to experience increased vibration and noise from increased number of trains	As per relevant ARTC operational procedure(s). To be confirmed 12 months prior to operation.	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint**.** **Source: Complaints register**	Align with ARTC operational monitoring requirements. To be confirmed 12 months prior to operation.	NA - Operations commitment
Community and Stakeholder Engagement	Construction	Number of complaints received during the construction program, and whether those complaints followed the IRPL complaints handling procedure	80% of complaints are responded to within 24 hours and resolved to a satisfactory level for the complainant	**Data:** Total number of complaints received, time taken to respond to each complaint and resolution status of each complaint**.** **Source:** Complaints register.	Quarterly	Current Quarter (Sep 2026) 24 complaints and feedback items were recorded from 1 July to 30 September 2026. 100% of matters were closed and responded to within 24 hours. Previous Quarter (June 2026) 16 complaints received, 3 remain open for monitoring, 11 resolved within 24 hours or less, 1 resolved within 36 hours, 1 resolved within 5 days as per IR timing.

3. Community Engagement Activities

This section summarises community engagement activities undertaken regarding social issues for the Inland Rail – Albury to Illabo (A2I) Project during the July - September 2026 reporting period. Engagement followed the approved Community Communications Strategy and Social Impact Management Plan (SIMP), ensuring transparent, inclusive, and timely communication with affected communities.

The team logged 819 engagement records in Consultation Manager during the July-September 2026 reporting period, reflecting interactions with stakeholders across multiple precincts, including Wagga Wagga, Albury, Junee, and Greater Hume/Lockhart. Engagement activities focused on keeping stakeholders informed, supported, and involved in planning and delivering works, particularly where construction could affect access, amenity, traffic conditions, or business operations.

Engagement Volume and Channels

The team engaged on social issues through a range of communication methods to ensure information was accessible and stakeholders could engage through their preferred channels. The most frequently used engagement methods during the reporting period were email, meetings, phone calls and face-to-face engagement

Key statistics for the reporting period include:

357 outbound emails and 67 inbound emails, supporting consistent two-way communication.

113 phone calls (46 outbound and 67 inbound).

148 work notifications, 24 door knocks and 29 SMS messages (20 outbound and 9 inbound).

16 meetings with councils, emergency services, schools and community stakeholders.

47 face-to-face contacts, supporting direct engagement with residents, businesses and affected stakeholders.

These engagement activities totalled 819 individual contact events, reflecting the project's continued proactive approach to providing timely and accessible information throughout construction.

(Please note this information relates only to engagement activities concerning social issues and does not represent all project engagement activities.)

Stakeholder Sentiment

Most recorded engagements were neutral (669 records; 98%), reflecting routine information sharing, consultation and project updates. Eleven interactions (1.6%) were recorded as negative, typically relating to construction impacts, traffic management, construction noise and project timing, while five interactions (0.4%) were recorded as positive, reflecting appreciation for proactive communication, responsiveness and stakeholder support.

The predominance of neutral sentiment indicates the project's communication and engagement strategies continue to inform stakeholders effectively, address concerns early, and maintain community confidence throughout construction.

Key Themes and Issues

During the reporting period, community engagement focused primarily on providing information and responding to enquiries about construction activities and project delivery. The most frequently recorded themes were:

Project and works timing – 346 occurrences

Other construction impacts – 201 occurrences

Consultation process – 175 occurrences

Notifications – 151 occurrences

Traffic impacts and management – 113 occurrences

Construction noise – 93 occurrences

Project progress or status updates – 82 occurrences

Property access – 71 occurrences

Access changes – 42 occurrences

Social benefit – 61 occurrences

These themes reflect the continued emphasis on keeping stakeholders informed about changing construction activities, traffic arrangements, and project scheduling, while providing opportunities for questions, feedback, and ongoing consultation.

Summary

During the July - September 2026 reporting period, the project team maintained a strong community presence through targeted communications, direct engagement and on-site liaison. The team recorded and monitored engagement activities through Consultation Manager to support compliance with statutory requirements, manage emerging social risks, and inform continuous improvement. Communications focused on ongoing bridge and rail infrastructure works, traffic and pedestrian changes, out-of-hours works and stakeholder consultation across the Wagga Wagga, Junee, Albury and Greater Hume precincts.

Between 1 July and 30 September 2026, the project recorded 24 complaints and feedback items. The team responded to all matters within 24 hours and closed them.

4. Complaints Received

This section summarises complaints and feedback relating to the Albury to Illabo (A2I) section of Inland Rail received from 1 July to 30 September 2026. Matters were received by email, phone, SMS and direct contact, recorded in Consultation Manager and managed in accordance with the project's complaints-handling requirements.

During the reporting period, 24 complaints and feedback items were recorded. All 24 matters were closed. Responses ranged from 10 minutes to 24 hours, with every matter responded to within 24 hours. Project responses included site inspections, direct liaison with complainants, traffic and noise monitoring, workforce briefings, changes to access and parking controls, referrals to councils or Inland Rail where appropriate, and respite support for out-of-hours work impacts.

Key Trends and Themes

Key themes and responses during the reporting period included:

- Noise and out-of-hours work concerns, including reversing alarms and possession works, were addressed through explanation of approved activities, equipment reviews, monitoring and respite offers.
- Traffic, parking and access concerns were managed through monitoring, revised controls, signage, site directions and coordination with councils.
- Worker behaviour concerns were escalated to supervisors and addressed through toolbox talks, pre-start briefings and contractor instructions.
- Property and amenity matters were investigated through site inspections and technical review, with remediation or referral undertaken where required.
- Air-quality and transparency concerns were addressed by providing the relevant monitoring report and explaining the reporting process.

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
1	03/07/2026	Email in	8803	Junee	Complaint – traffic impacts	Increased traffic on streets affected by the detour.	Resident and local road users	Acknowledged concern and explained detour duration.	Apologised; confirmed ongoing monitoring with Junee Shire Council.	Email	Within 24 hours	N	Closed
2	07/07/2026	Phone call	8805	Junee	Complaint/ enquiry – property impact	Water leaking into a home adjoining the rail corridor and project works.	Resident/property owner	Recorded concern and arranged inspection.	Inspection found no movement or cracking; engineering and site teams confirmed no nearby vibration works; resident advised to consult a plumber.	In person	2 hours	N	Closed
3	07/07/2026	Phone call	8804	Wagga Wagga	Feedback – worker behaviour	Vac truck attempted to use a light-vehicle-only exit at the Railway Museum.	Railway Museum and road users	Supervisor attended and spoke with museum staff and driver.	Completed safety walk and identified additional signage.	In person	1 hour	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
4	07/07/2026	Phone call	8806	Wagga Wagga	Complaint – worker behaviour	Workers with dogs approached a rear gate; one dog broke its lead and injured the resident's dog.	Resident and pet	Apologised for the reporting gap and investigated.	Dogs removed; workers reminded to report all community interactions.	Phone	2 hours	N	Closed
5	07/07/2026	Email in	164700	Wagga Wagga	Feedback – traffic impact	Concern that vandalised median-strip paddles on Bourke Street posed a risk to drivers and cyclists.	Drivers, cyclists and resident	Acknowledged after referral from Inland Rail.	Advised that the traffic team regularly inspects the median paddles.	Email	1 hour from receipt	N	Closed
6	13/07/2026	Call in	8809	Wagga Wagga	Complaint – safety/accessibility	Exit ramp from the temporary Cassidy footbridge presented a tipping hazard for mobility devices.	Mobility scooter users	Recorded details and completed a site visit.	Escalated to superintendent and regional manager; remediation completed 25 July 2026.	Phone	1 hour	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
7	16/07/2026	SMS in	8811	Wagga Wagga	Complaint – worker behaviour	Worker barked at a resident's dogs and continued after being asked to stop.	Resident, clients and neighbours	Visited resident and escalated to Site Superintendent.	Toolbox briefing scheduled for 17 July 2026.	In person	1 hour	N	Closed
8	25/07/2026	Email in	8155	Wagga Wagga	Complaint – out-of-hours works	Concern about planned evening and Sunday works and available respite.	Resident near Edmondson works	Explained OOHW and respite process.	Provided clarification; monitoring confirmed 2 August works complied with permit.	Email	2 hours	N	Closed
9	28/07/2026	Email in	8821	Wagga Wagga	Complaint – air quality/transparency	Alleged non-compliance and lack of transparency regarding air-quality monitoring.	Resident	Acknowledged complaint and reviewed information.	Issued January–March 2026 Air Quality Quarterly Report and explained next report timing.	Email	Within 2 hours	N	Closed
10	30/07/2026	SMS in	8822	Albury	Complaint – worker behaviour	Work crews used Albury Station toilets.	Station management and users	Apologised and advised crews not to use the facilities.	Requirement reinforced through site-wide toolbox and daily pre-starts.	SMS	Within 10 minutes	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
11	12/08/2026	Phone	8836	Junee	Complaint – business interruption	Concern that delayed works could cause business closure.	Local business	Attempted return call.	Referred matter to Inland Rail, which manages business interruption claims.	Phone	Within 10 minutes	N	Closed
12	14/08/2026	Email	8832	Wagga Wagga	Complaint – worker behaviour	Worker used a facility's water to wash down the site.	Facility operator	Manager addressed issue with worker.	Worker donated $20; water-cart availability and requirements reinforced at pre-start.	Email	Within 10 minutes	N	Closed
13	19/08/2026	Phone	8837	Junee	Complaint – traffic noise	Detoured early-morning traffic disrupted sleep.	Resident	Attempted site visit; resident unavailable.	Arranged traffic monitoring.	In person	Within 2 hours	N	Closed
14	27/08/2026	Phone	8846	Albury	Complaint – possession noise	Concern about continuous possession works affecting sleep.	Resident	Explained permitted OOHW, scope and timing.	Explained noise modelling and engagement process; caller satisfied.	Phone	Within 24 hours	N	Closed
15	03/09/2026	Email in	8854	Junee	Complaint – parking	Resident's vehicle was	Resident	Reviewed parking	Prohibited site parking on Ducker	Email	Within 24 hours	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
						blocked by site vehicles.		arrangements.	Street, redirected vehicles to CIZ and reinforced at pre-start.				
16	03/09/2026	Email in	8853	Albury	Complaint – mud tracking	Mud tracked from site onto the road.	Resident and road users	Arranged cleaning.	Water cart removed site mud; clarified gravel was not project-related.	Email	Within 24 hours	N	Closed
17	07/09/2026	Email in	8856	Wagga Wagga	Complaint – drainage obstruction	VMS board caused build-up and blocked water flow in drain.	Resident	Referred to Traffic Manager.	Traffic Manager to inspect VMS locations and keep drainage clear.	Email	Within 24 hours	N	Closed
18	11/09/2026	Email in	8865	Junee	Complaint – property damage	Oversized truck clipped electrical wire and disconnected house.	Resident/property owner	Investigated and contacted resident.	Paid $220 electrical verification cost; requested consideration of overhead-wire warning signage.	Phone	Within 12 hours	N	Closed
19	13/09/2026	Email in	8868	Yerong Creek	Complaint – reversing-	High-pitched reversing	Residents opposite	Acknowledged concern	Confirmed machine departure	Phone	Within 1 hour	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
					alarm noise	alarm disrupted a night-shift household and resident with sensory sensitivities.	crossing works	and explained mandatory safety controls.	timing and offered two $50 respite vouchers.				
20	14/09/2026	In person	8870	Junee	Complaint – beeper noise	Resident reported being woken by beepers during Kemp Street works.	Resident	Checked plant and delivery arrangements.	Directed subcontractor to use non-tonal alarms during OOHW; added delivery vehicles to lessons-learned review.	Phone	Within 1 hour	N	Closed
21	15/09/2026	Call in	8872	Wagga Wagga	Complaint – property access	Driveway access was fully blocked, delaying resident's trip to work.	Resident	Supervisor confirmed access blockage.	Arenco agreed to complete work that day; community team arranged verification of restored access.	Phone	Within 1 hour	N	Closed

No.	Date received	Method	CM ID	Location	Nature of Complaint	Summary of Issue	Affected Parties	Initial Response	Action	Response channel	Resolution Timeframe	Mediation required (Y/N)	Status
22	15/09/2026	1800 phone call	8874	Yerong Creek	Complaint – OOHW noise	Weekend work and an overnight generator caused disruption; resident asked how long work would continue.	Resident	Explained possession schedule and return to standard hours.	Confirmed prior engagement and offered a $50 respite voucher.	Phone	Within 1 hour	N	Closed
23	17/09/2026	SMS in	8877	Wagga Wagga	Complaint – traffic-control behaviour	Traffic controllers sat on a fence, damaged a garden bed and spoke loudly near neurodiverse clients.	Business, clients and property owner	Supervisors attended immediately.	Addressed controllers, arranged digital voucher and directed contractor briefing.	Phone	Within 1 hour	N	Closed
24	28/09/2026	Phone call	8890	Wagga Wagga	Complaint – road condition	Potholes and debris on Railway Street, part of the Edmondson Street Bridge diversion.	Local business and road users	Explained that Wagga Wagga City Council manages the road.	Referred details and photographs to council through the interface team.	In person	Within 1 hour	N	Closed

5. Adaptive Management Measures

The project continues to apply a structured, adaptive management approach to ensure social impacts are effectively monitored and managed throughout construction. Martinus, in collaboration with Inland Rail, regularly reviews a range of data points to assess whether management measures require reconsideration, reorientation, or redefinition.

Key review mechanisms include:

- Regular data collection and reporting: Current monitoring confirms all social impact targets remain on track, with no revisions required at this stage.
- Complaints analysis: Routine trend reviews are undertaken to identify risks and corrective actions. No emerging patterns have required adaptive measures this period.
- Incidents and non-conformances: No incidents or non-conformances relating to social impacts were recorded.
- Socio-economic monitoring: Informal tracking of regional economic and workforce indicators through industry engagement and council liaison has identified no significant changes.
- Monthly monitoring of workforce and industry participation to track key pillar outcomes, e.g., local, First Nations, etc
- Stakeholder engagement: Ongoing engagement with councils, Community Consultative Committees, and other key stakeholders continues to inform management decisions.

If monitoring detects unexpected impacts or ineffective mitigation measures, Martinus will follow the project's incident management process as outlined in the SIMP to investigate, identify corrective actions, and, if needed, update relevant management strategies in coordination with Inland Rail and stakeholders.



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