

THE GAS GUIDE








A best practice guide for landholder negotiations with petroleum and gas developers in Queensland

THE GAS GUIDE

Everything you need to know from the release of
government tenures right through to rehabilitation of the site.

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TO: Rural landholders
Queensland, Australia

With agriculture occupying more than 80% of Queensland's 173 million hectares (ha) of land area, greater interaction between rural landholders and onshore petroleum and gas development is inevitable.

Queensland's 'conventional' petroleum and gas reservoirs were **first tapped at Roma in 1900**. More than a century later the State's first 'unconventional' gas reservoirs – black coal seams – were commercialised to create the world's first coal seam gas (CSG) export industry.

Supported by new technology, resource companies are now looking at more 'unconventional' petroleum and gas reservoirs in shale and tight geological formations.

Natural gas – primarily methane (CH₄) – plays an important role in Queensland as a fuel for electricity generation, manufacturing and transportation. In addition, natural gas is used as a feedstock for the production of fertilisers, explosives and plastics.

With the benefit of vastly improved scientific knowledge (especially groundwater systems) and legal frameworks to promote sustainable coexistence between rural producers and resource companies, the Queensland Government is opening new areas for exploration and potential development, including gas marked for domestic use only.

The Gas Guide has been produced by the independent GasFields Commission Queensland (GFCQ or the Commission) to help landholders successfully navigate the processes and pathways for petroleum and gas development on private land.

Our experience has proved that best practice for negotiating mutually beneficial agreements, and establishing successful long-term relationships with petroleum and gas companies involves being open and honest in all communications, being respectful and understanding of their interests and seeking fair and reasonable outcomes.

An approach from a resource company for land access deserves your earnest attention, as a commitment to best practice from day one can transform it into a successful business relationship. The Gas Guide includes a big picture '**Roadmap**' to help you become more familiar with the petroleum and gas industry, the regulations governing its operations and, most importantly, the conventions, legal obligations and protections available to landholders to maintain a level playing field.

Both the Gas Guide and Roadmap have been specifically organised to deliver landholders a clear and easy to understand guide of what to expect during each stage of engagement with petroleum and gas developments, on private land, in Queensland.

Should a resource company make its presence known in your area, download your free copy of The Gas Guide here: www.gfcq.org.au/resource-hub/the-gas-guide/. The Gas Guide is updated as needed to reflect changes to regulation, processes and current research.

If you would like to be notified of any updates to The Gas Guide, register your contact details on the GFCQ distribution list here: www.gfcq.org.au/subscribe, or phone (07) 3067 9400.

Roadmap

Early Engagement & Exploration Phase

Chapters 01, 02, 03

BY THE QUEENSLAND GOVERNMENT

Department of Resources (DOR) officers conduct engagement activities before the [Queensland Exploration Program \(QEP\)](#) is announced to give directly affected stakeholders information and advance notice of any potential resource activity in their area.

BY RESOURCE COMPANIES

It is in a resource company's interests to engage early, openly and often with the communities in which they propose to operate. They are likely to become part of the community for several decades.

Engagement Phase

Chapter 04

If a resource company wants to access private land, they will make contact with the landholder directly – usually by phone followed by a 'meet and greet'.

LANDHOLDER TIP:

Be prepared to discuss:

- Property Map
- Property Business Plan (at least 5-10 year plan)
- Property Biosecurity Management Plan.

Following initial discussions, the resource company will provide the landholder with a written entry notice at least 10 business days before it can carry out any activities on private land.

LANDHOLDER TIP:

Surveying is more than a 'tyre-kicking' exercise, despite its minimal impact on the land use or business activities.

These physical inspections inform the company's project plans so it's important for the landholder to **GET INVOLVED** – participate, share information and ask questions.

Don't miss the boat – early changes are easy changes.

Land Access Agreements

Chapter 05

If a resource company wishes to undertake **advanced activities** on private land, it must first negotiate a **Conduct and Compensation Agreement (CCA)** with the landholder.

LANDHOLDER TIP:

Keep talking. Maintain communication, even if negotiations hit roadblocks. This will help both sides better understand each other and find solutions to move forward.

Make Good

Chapter 06

Resource companies are required to take a number of steps to ensure water bore owners are not disadvantaged by their operations.

If a make good agreement is required, the appropriate make good measures will be negotiated between the resource company and bore owner.

LANDHOLDER TIP:

Provide alternative make good measures if you believe there is a better solution.

Construction Phase

Chapter 07

The construction phase is the source of the most disruptive activity associated with petroleum and gas development. As a general rule, it can take 5-7 months from the start of a well pad to operational handover.

All the work you did building the relationship pays off again with open communication helping to reduce the 'irritant' factor.

LANDHOLDER TIP:

- Maintain regular and effective communication with your assigned land access/liaison officer
- Attend pre-construction meetings.

Operational Phase

Chapter 08

Trained field operators will need access to your property to monitor and maintain petroleum and gas infrastructure, including ongoing safety checks, well workovers, vegetation control and general repairs on and around well pads.

LANDHOLDER TIP:

Maintain regular and effective communication with your assigned land access/liaison officer.

Land Rehabilitation & Asset Handover

Chapter 09

At the end of a gas field's operating life, aboveground infrastructure is removed and the wells decommissioned in line with the State Government's code of practice.

Landholder compensation comes to an end once the land has been rehabilitated and relinquished.

Dispute Resolution

Chapter 10

Options are available to help you reach agreements if negotiations or relationships with resource companies become challenging. Including, but not limited to:

- Conference
- Alternative Dispute Resolution (ADR)
- Arbitration
- Public hearing by the Land Court of Queensland
- Investigation of potential breaches to existing CCAs or Make Good Agreements by the Land Access Ombudsman.



Gas Industry Tenure Stages

New tenure areas advertised

Queensland Government advertises new tenure areas (Duration: 6 months - 1 year). The Department of Resources (DOR) releases prospective tenure areas to suitable and qualified resource companies via a competitive tender process.

Exploration Phase

State Government:

The DOR will:

- Contact landholders whose properties are within the tender area
- Deliver targeted information sessions to inform landholders about the tender process
- Notify landholders of the outcome of the tender process and next steps on what to expect.

Successful tenderer:

Before an [authority to prospect \(ATP\)](#) can be granted, the successful tenderer must:

- **Obtain an Environmental Authority (EA)** – the EA is a condition of grant and protects sensitive receptors such as houses, ecosystems and areas of environmental value from resource activity. The EA is issued by the **Department of Environment and Science (DES)** and provides conditions to minimise the effects environmental nuisance and establishes limits on activities that could cause environmental harm
- **Address Native Title** by completing a Right to Negotiate process or entering into an Indigenous Land Use Agreement. Native title may not need to be addressed prior to the granting of an ATP where native title has been extinguished or covers less than 10% of the area of the ATP
- **Fulfill any other** approval[s] or condition[s] as described in the tender process.

ATP granted

Queensland Government awards ATP to successful bidder to conduct exploration (Duration: 12 - 27 years)

Exploration Phase

Resource company:

Company will bring communities together to explain:

- How the company does business
- Project plans
- Expected impact on properties, local infrastructure, facilities and services.

Engagement Phase (direct engagement with landholder)

Resource company:

- Contact landholder directly regarding access to their land
- Explain their planned project and what they want to do on the landholder's property
- Understand the landholder's business, property plan including their biosecurity management plan
- Explain the difference between preliminary and advanced activities
- **Entry Notice required** to carry out preliminary activities such as surveying, walking the area, taking soil samples etc.
- Discuss and agree on time frame for [negotiating a CCA](#) to allow for the carrying out of the advanced activities.

Land Access Agreements

The resource company and landholder must enter into a CCA before carrying out advanced activities. A CCA is a legally binding document agreed to by both parties. A CCA specifies:

- The activities and behaviours of the company, its employees and contractors
- Obligations and protections for both parties
- How the landholder will be compensated for the impacts of the authorised advanced activities.

Construction Phase

Exploration:

- Constructing access tracks for seismic survey
- Clearing of vegetation
- Constructing well pads and digging sumps
- Drilling exploration and appraisal wells.

Production:

- Constructing access roads
- Constructing well pads and digging sumps
- Drilling production wells
- Installing gathering lines
- Constructing worker camps, sewage/water treatment facility or fuel storage areas
- Constructing major pipelines.

Operational Phase

Exploration:

- Seismic surveys
- Appraisal well testing
- Flaring.

Production:

Ongoing maintenance schedules vary depending on the type of infrastructure used. Generally, it could be:

- **Weekly** routine inspections and maintenance
- **Monthly** gas testing of surface facilities, weed trimming
- **Quarterly** servicing of well site components
- **Bi-annually** change engines/generators, fencing check
- **Annually** pressure vessel inspections and safety checks, gas leak surveys, water/gas analysis
- **Workovers as required** well maintenance that could require a rig being brought on site.

PL granted

ATP tenure holder applies for a petroleum lease (PL) to start producing petroleum and gas (Duration: 30+ years)

ATP/PL rehabilitated & relinquished

The gas produced in Queensland is largely used for electricity generation, aluminium/fertiliser production and household uses (including heating houses/hot water and cooking).

Land Rehabilitation & Asset Handover

Rehabilitation of gas production sites and facilities must be in consultation with the landholder and in line with the current Queensland legislation.

At the end of each well's operating life (usually 15 - 30 years) :

- Aboveground infrastructure is removed
- Borehole is filled with cement or other suitable material and decommissioned
- A small dinner-plate sized cap or a stake with an identifier left behind to mark its location.

At the end of the operating life of the ATP or PL (when all wells are at the end of their operating life), the final rehabilitation must meet the conditions specified in the Environmental Authority (EA). As a minimum, final rehabilitation must ensure that:

- Each well is plugged and decommissioned
- All gathering lines are drained and plugged
- All surface infrastructure is removed
- All soils are reinstated and stabilised
- Surface drainage lines are re-established
- Vegetation is regenerated.

Resource companies provide upfront financial assurance to the Queensland Government when the tenures are awarded to cover the estimated costs of final land rehabilitation.

This is refunded after final inspection if all rehabilitation is satisfactorily completed.

Early Engagement

You are here



BY THE QUEENSLAND GOVERNMENT

The [Queensland Exploration Program \(QEP\)](#) provides a regular release schedule for upcoming exploration opportunities across the state via competitive tender. Department of Resources (DOR) officers conduct engagement activities before the QEP is announced to give directly affected stakeholders information and advance notice of potential resource activity in their area.

Best practice by government involves:

- Contacting landholders whose properties are within the tender area at key stages of the QEP tender process
- Delivering targeted information sessions about the tender process, information on what to expect, and providing DOR's Resource Community Infoline details for any further questions or concerns.

For more information: www.business.qld.gov.au/industries/mining-energy-water/resources/geoscience-information/exploration-incentives

BY RESOURCE COMPANIES

It is in a resource company's interests to engage early, openly and often with the communities in which they propose to operate in. They are likely to become part of the community for several decades.

Best practice by resource companies involves bringing communities together to explain:

- Who the company is and how it does business
- The project – their plans and expected integration with properties, local infrastructure, facilities and services
- Their practices, procedures and presence (what, when, where and why)
- Technical issues – they are prepared for hard hitting questions with numerous experts on hand.

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Why The Gas Guide?

There are thousands of pages devoted to the operation, monitoring, regulation and compliance of the petroleum and gas industry in Queensland.

Being one of the State's most heavily regulated industries means it can become very confusing, very quickly.

The Gas Guide is designed to give landholders the information they need to negotiate fair and reasonable outcomes should a resource company request to operate on private land.

The Gas Guide is backed by more than a decade of experience developing best practice tools and tips to maximise the benefits and minimise the workload of managing a new business relationship.

The Gas Guide contains everything a landholder needs to know about gas development in Queensland. Pin the Roadmap up in your shed, or keep it on your desk – but whatever you do – keep it handy.

A SEQUENCE OF EVENTS

The enclosed Roadmap for The Gas Guide illustrates the standard chronology of events that occur when a resource company is operating on private land for the purposes of petroleum and gas exploration or production.

This could involve the construction and operation of wells, pipelines, water monitoring bores or other associated infrastructure.

Detailed advice and information on each of the steps on the Roadmap can be found in the full version of The Gas Guide.



LANDHOLDER TIP:

What should you do if you find out about a resource company interest in your land?

1. Get in touch with us (the Commission) here: www.gfcq.org.au/contact
2. Download a free copy of The Gas Guide (you can request a hard copy to be sent by post if you do not have access to a printer). You can download The Gas Guide here: www.gfcq.org.au/gasguide
3. Register to receive Gas Guide updates here: www.gfcq.org.au/subscribe
4. Feel free to get back to us (via phone, email, post or social media) with any feedback and questions
5. Talk to your neighbours and friends about their knowledge and experience
6. Carefully consider what professional assistance you may need in the event of any future negotiations with resource companies.

Introduction to Queensland's Gas Industry

Chapter 02

In this chapter we cover:

- **Queensland petroleum & gas overview**
- **Key Queensland gas facts**
- **The difference between conventional & unconventional gas wells**
- **State Government Legislation & Policy Framework**

Current as of February 2022

Queensland petroleum & gas overview

LANDHOLDER TIP: Unless stated otherwise, the term 'gas' refers to natural gas, a naturally occurring hydrocarbon gas mixture consisting primarily of methane (CH₄).

The Surat and Bowen basins in southern and central Queensland respectively are a current focus for petroleum and gas exploration and production. Both regions are supported by pipeline and transport infrastructure.

CSG from the Bowen and Surat basins represents 95% of the State's total gas production. Many of Queensland's known petroleum and gas basins also host conventional oil and gas reserves, as well as potential unconventional shale gas (natural gas trapped within shale formations) and tight gas (natural gas reservoirs locked in extraordinarily impermeable rock reserves). These include the Eromanga, Cooper, Galilee, Adavale, Georgina, Millungera, South Nicholson and the Isa Super basins.

Outside producing and known petroleum and gas basins on this map, many areas remain largely under-explored.



Map source: Queensland's petroleum and coal seam gas – Department of Resources, 2017

DID YOU KNOW? In 'conventional' geology, gas is found with other petroleum products such as oil. CSG is released from cleats and fractures in coal. While location and production methods vary, the same gas product is produced by conventional and CSG fields.

Key Queensland gas facts

01

Australia's \$46 billion per year petroleum and gas industry contributes 64% of Australia's primary energy, 2.4% of Australia's gross domestic product, and has created approximately 80,000 jobs.

02

Australia was officially the world's second largest liquefied natural gas (LNG) exporter in 2019, exporting 77.0 million tonnes of LNG – with Queensland contributing 22.1 million tonnes (or 28.7%) of the total.

03

Australia's gas supply is growing in response to new technology that allows production from resources that were too difficult to access in the past.

04

Aside from shale gas, Australia has an estimated 819 trillion cubic feet of known gas resources, which is sufficient to power a city of one million people for 16,000 years.

05

Queensland was the first in the world to develop a CSG to LNG export industry. Production of LNG initially began in 2014 on Curtis Island near Gladstone, Queensland.

06

Petroleum and gas industry terms 'conventional' and 'unconventional' define the reservoir structure, not the physical properties of the gas itself.

07

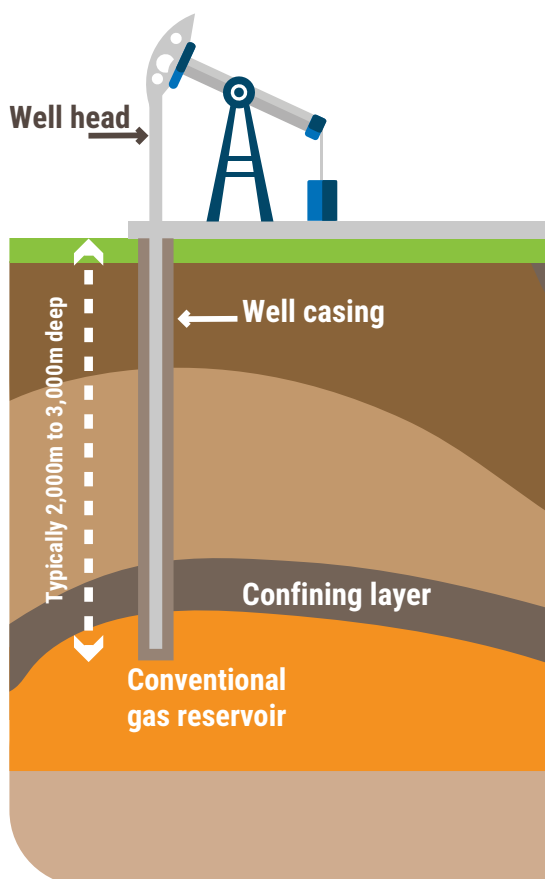
Australia's natural gas production (domestic use and LNG) increased by 11% in 2019 compared with 2018. Production has more than doubled over the last 5 years with double digit growth year-on-year since 2014.

Sources: APPEA, 2020
BP Statistical Review of World Energy 2020
Gladstone Ports Corporation

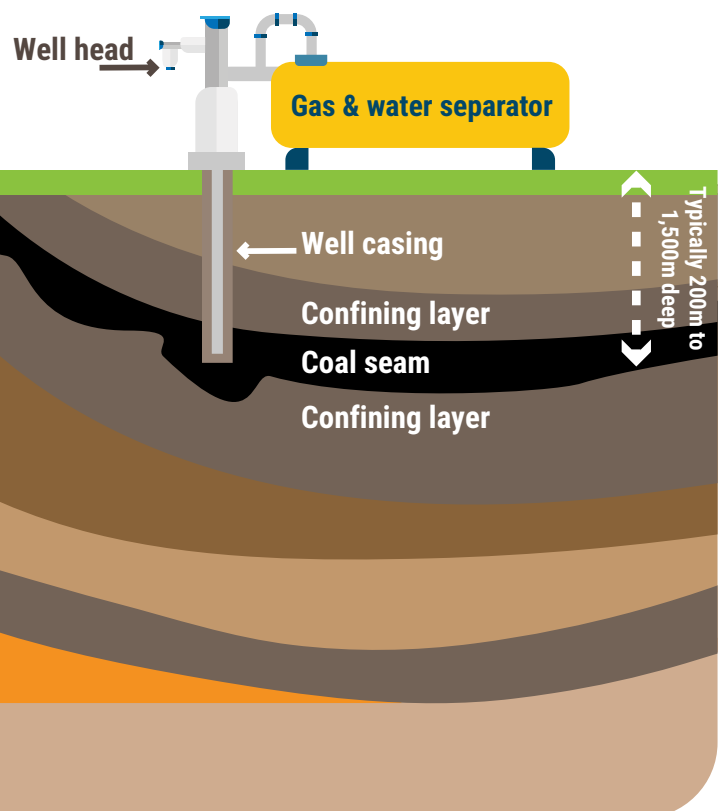
DID YOU KNOW? Natural gas for long-distance export is chilled to -161°C , where it becomes a liquid. LNG occupies 1/600 of the space it does as a gas. Large volumes of LNG can be exported in purpose-built tanker ships and then regasified on delivery.

The difference between...

Conventional gas well



Unconventional (CSG) gas well



“

DID YOU KNOW? Liquefied petroleum gas (LPG) is a mix of ethane, propane and butane stored and transported in metal canisters as a liquid. LPG is a component of conventional oil and natural gas production. Its most common use is as a fuel for cooking in barbecues and stoves.

”

State Government Legislation & Policy Framework

Petroleum and gas are important economic contributors to Queensland and are key drivers of economic growth and job creation in regional Queensland. As per Chapter 1, Part 4 of the *Petroleum and Gas (Production and Safety) Act 2004*, all petroleum and gas found in natural underground reservoirs are the property of the State Government and is managed for the benefit of all Queenslanders. A comprehensive regulatory framework guides the development of Queensland's onshore petroleum and gas resources, notably in relation to large-scale CSG extraction and an associated LNG export industry. The laws are designed to protect rural landholders, communities and the environment through:

- Detailed assessments of proposed projects
- Environmental impact assessments including cumulative groundwater impact assessment and management framework
- Protection of the Great Artesian Basin, local water supplies and areas of regional interest
- Provision of fair conditions and compensation for affected landholders
- Ensuring petroleum and gas development is safe
- Establishing a strict compliance and enforcement regime.

DOR is committed to ensuring Queensland's resources are managed fairly and responsibly, to deliver sustainable benefits for all Queenslanders. They offer a range of engagement, compliance, tenure management, technical and geoscientific services provided by staff located throughout Queensland. Other agencies and organisations contributing to the sustainability and safety of the petroleum and gas industry in Queensland include:

- [Resources Safety & Health Queensland \(RSHQ\)](#)
- [Land Access Ombudsman \(LAO\)](#)
- [Department of Environment and Science \(DES\)](#)
- [Department of Regional Development, Manufacturing and Water \(DRDMW\)](#)
- [Department of Agriculture and Fisheries \(DAF\)](#)
- [Office of Groundwater Impact Assessment \(OGIA\)](#)
- [CSIRO's Gas Industry Social & Environmental Research Alliance \(GISERA\)](#)
- [The University of Queensland's Centre for Natural Gas.](#)

LANDHOLDER TIP: A resource company must obtain the appropriate resource authority before any exploration or production activity is conducted. Authorities are issued under the *Petroleum and Gas (Production and Safety) Act 2004* for:

Exploration – an authority to prospect (ATP) is granted to allow a resource company to explore for petroleum and gas. A potential commercial area (PCA) may be declared over all, or part of an ATP to allow for further appraisal to prove up the commerciality of a discovery. The maximum term of a PCA is 15 years.

Production – a petroleum lease (PL) is granted once exploration activities have been completed and a commercial petroleum and gas resource is known to exist.

Infrastructure development – a petroleum facility licence (PFL) is required for any processing, refining, storage or transport facility if the facility is not already covered by your petroleum lease or petroleum pipeline licence (PPL).

Transmission – a Petroleum Pipeline License (PPL) is an authority to build and operate a transmission pipeline to transport gas or associated water.

Information gathering without an ATP or PL – information gathering authorities are required when accessing private land if a resource company has not yet been granted an ATP or PL, these authorities include a petroleum survey licence (PSL), water monitoring authority (WMA) and data acquisition authority (DAA).

State Government Legislation & Policy Framework

A REGULATORY FRAMEWORK COVERS THE FULL LIFE CYCLE OF THE ONSHORE PETROLEUM AND GAS INDUSTRY IN QUEENSLAND FROM EXPLORATION TO PRODUCTION AND REHABILITATION.

Below is an interactive list of key legislation included in the framework. More details on how these contribute to the regulation of the petroleum and gas industry can be found on the respective department websites, or by visiting the Commission's website: www.gfcq.org.au

KEY PETROLEUM AND GAS INDUSTRY REGULATION & LEGISLATION

<u>Petroleum and Gas (Production and Safety) Act 2004</u>	Department of Resources
<u>Mineral and Energy Resources (Common Provisions) Act 2014</u>	Department of Resources
<u>Land Access Code 2016</u>	Department of Resources
<u>Environmental Protection Act 1994</u>	Department of Environment & Science
<u>Water Act 2000</u>	Department of Regional Development, Manufacturing and Water
<u>Petroleum Act 1923</u>	Department of Environment & Science
<u>Mineral and Energy Resources (Financial Provisioning) Act 2018</u>	Department of Resources
	Queensland Treasury

OTHER RELEVANT REGULATION & LEGISLATION

<u>Biosecurity Act 2014</u>	Department of Agriculture & Fisheries
<u>Environmental Offsets Act 2014</u>	Department of Environment & Science
<u>Forestry Act 1959</u>	Department of Environment & Science
<u>Nature Conservation Act 1992</u>	Department of Environment & Science
<u>Regional Planning Interests Act 2014</u>	Department of State Development, Infrastructure, Local Government and Planning
<u>State Development and Public Works Organisation Act 1971</u>	Department of State Development, Infrastructure, Local Government and Planning
<u>Waste Reduction and Recycling Act 2011</u>	Department of Environment & Science

ADDITIONAL RELEVANT QUEENSLAND LEGISLATION

- [Land Act 1994](#)
- [Aboriginal Cultural Heritage Act 2003](#)
- [Queensland Heritage Act 1992](#)
- [Public Health Act 2005](#)
- [Transport Operations \(Road Use Management\) Act 1995](#)
- [Planning Act 2016](#)
- [Human Rights Act 2019](#)

FEDERAL LEGISLATION

- [Environment Protection and Biodiversity Conservation Act 1999](#)
- [Water Act 2007](#)
- [Native Title Act 1993](#)
- [Industrial Chemicals \(Notification and Assessment\) Act 1989](#)
- [Corporations Act 2001](#)
- [Australian Securities and Investments Commission Act 2001](#)
- [Fair Work Act 2009](#)



Exploration Phase

Chapter 03

In this chapter we cover:

- **Early engagement – exploration program**
Government
- **Early landholder engagement**
Resource company
- **Early community engagement**
Resource company

Current as of February 2022

Early engagement - exploration program

A KEY ROLE OF THE QUEENSLAND GOVERNMENT IS TO ENSURE THAT LANDHOLDERS AND COMMUNITIES POTENTIALLY AFFECTED BY PETROLEUM AND GAS DEVELOPMENT ARE INFORMED AND ENGAGED PRIOR TO EXPLORATION ACTIVITIES OCCURRING.

Under the QEP, the State Government releases petroleum and gas exploration tenures via a competitive tender process. DOR officers conduct engagement activities before a new QEP is announced to give landholders information and advance notice of potential resource activity in their area.

Landholders whose properties are within areas to be released are contacted directly (where possible) by DOR officers when tenders are opened and again when the outcome of the tender process is known (i.e. with the name of the successful bidder, or notification that no tender has been awarded).

Targeted information sessions may also be held to provide details to the wider community.

THESE ENGAGEMENT EFFORTS FOCUS ON THE TENDER PROCESS AND LEGAL RIGHTS AND OBLIGATIONS OF BOTH STAKEHOLDERS AND EXPLORERS.

FURTHER INFORMATION:

DOR Resource Community Infoline
13 71 07

Email: resources.info@resources.qld.gov.au
www.business.qld.gov.au/industries/mining-energy-water/resources/geoscience-information/exploration-incentives

Government



Early landholder engagement

EARLY ENGAGEMENT BY A RESOURCE COMPANY WITH LANDHOLDERS AND COMMUNITIES IS FUNDAMENTAL TO BEST PRACTICE REGARDLESS OF WHETHER IT APPLIES TO AUTHORISED EXPLORATION, PRODUCTION OR PIPELINE DEVELOPMENT.

Early engagement promotes good two-way communication between the resource company and the communities in which it operates.

FOR EXAMPLE:

- Building community trust in the company and how it operates by embracing an inclusive process
- Understanding community expectations and aspirations
- Leveraging local knowledge to advise on the design, timing and location of construction activities and deliver possible alternative solutions
- Developing advocacy pathways to build and maintain awareness of a project over its lifetime.

LANDHOLDER TIP:

A schedule of community information sessions (facilitated by resource companies) is commonplace, as project plans often change. As it is better for you to know what's going on, even if you do not expect to be directly affected by any impending gas activities in your local area, try to attend any community information sessions being held.

Resource company



Early community engagement

Resource company

While exploration activities may occur in a relatively short time frame (i.e. weeks/months), the development and operation of production infrastructure can last for several decades. Building strong local government, community and landholder relationships is critical to the success of these projects.

HAVING BEEN GRANTED A RESOURCE AUTHORITY BY THE QUEENSLAND GOVERNMENT, A RESOURCE COMPANY IS EXPECTED TO CONNECT WITH LOCAL COMMUNITIES TO SPELL OUT:

A program of community information sessions is often necessary, as initial plans can change as the project evolves based on ground truthing and feedback from key stakeholders. It is easier to change plans early on than later.

LANDHOLDERS SHOULD AIM TO STAY INFORMED OF DEVELOPMENTS EVEN IF THEY DON'T ANTICIPATE BEING INVOLVED DIRECTLY.

Resource company activities could have wider community impacts such as increased demand on community infrastructure and services.

01 WHO THE COMPANY IS
and how it does business.

02 THE PROJECT
their plans and expected impacts on properties, local infrastructure, facilities and services.

03 THEIR PRACTICES, PROCEDURES AND PRESENCE
(who, what, when, where and why).

04 TECHNICAL ISSUES
with experts on hand to answer questions.