



COMMUNITY COMPLAINTS PROCEDURE

DOCUMENT TYPE	PROCEDURE	DOCUMENT ID/NO.	###-###-###-###
Applicability	Global <input type="checkbox"/>	Operation <input checked="" type="checkbox"/>	Function <input type="checkbox"/>
<i>If Operation or Function specific</i>	Worsley Alumina		
Effective from	February 2024		
Document Owner	Greer Johnson	Title:	Principal Community
Approved by	Liam Stower	Title:	Manager External Affairs
Version No.	1.0	Status:	In Use
Date approved	February 2024		
Next review date	February 2025		

REVISION HISTORY

Version No.	Approval Date	Approver	Description
1	26/02/2024	Liam Stower	New – Approved for Use



COMMUNITY COMPLAINTS PROCEDURE

1. PURPOSE

A community complaint is a verbal or written complaint made directly to a South32 Worsley Alumina representative by a member of the community relating to an adverse impact on the community from the Company's actions in part or in whole.

The purpose of this procedure is to detail how community complaints shall be received, handled, recorded and reported.

2. SCOPE

The scope of this document includes:

- All South32 Worsley Alumina locations including the Mine, Refinery, Port and Overland Bauxite Conveyor
- Worsley communities of interest – Boddington, Collie and Greater Bunbury – and surrounding areas
- The actions and activities of Worsley employees and contractors

3. ACCOUNTABILITIES

Worsley Community Line	<ul style="list-style-type: none"> • Externally managed 24/7, 1800 telephone service • Receives community complaint, collects initial information • Notifies and forwards information to appropriate personnel for follow up as above • Notifies Pit Control with a phone call
Worsley Community Team	<ul style="list-style-type: none"> • Receives verbal and written community complaints during business hours • Assesses initial information and rates urgency • Notifies and forwards information to appropriate personnel • Provides feedback to complainant within 48 hours • Reviews G360 Event Notifications for all community complaints • Enters details of all community complaints in the Stakeholder Engagement Register • Provides an annual report of confirmed community complaints to inform Sustainability Reporting
Operations (or complaint recipient)	<ul style="list-style-type: none"> • Investigate community complaints referred by the South32 Worsley Alumina Community Line or appropriate personnel within the specified timeframe • Where appropriate, takes action to verify and remedy activity • Provide feedback to Worsley Alumina Community Team within 48 hours • Completes complaints assessment template and sends to internal stakeholders • Relevant Supervisor to raise G360 Event Notification for community complaints
Quarry Manager	<ul style="list-style-type: none"> • Provides feedback to complainant after business hours when requested

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4. COMMUNITY COMPLAINTS

All external stakeholders and community members/groups may make complaints via the following channels:

- Direct community consultation eg. Community information session, Mine Community Liaison Committee, Traditional Owner meetings
- Verbal contact with South32 Worsley Alumina employees
- Email (including worsleycommunity@south32.net)
- Phone (including dedicated 1800 555 958) or direct contact with a member of the South32 Worsley Alumina Community Team
- Written letters

Complainants may request an external third party to advocate on their behalf or record their complaint.

All complaints received by the Communities function representative will be managed and tracked through Global 360 Event Management Database.

Traditional Owner Complaints

Aboriginal and Torres Strait Islander Community Members are encouraged to utilise the primary channels to raise complaints.

Additionally Worsley maintains a Quarterly Traditional Owner Engagement Group of senior community members who can provide South32 Worsley Alumina with direct feedback on matters concerning individuals or groups.

Should a Traditional Owner require third party support to raise or pursue their complaint, Worsley maintains an ongoing relationship with the Gnarla Kaarla Boodja Aboriginal Corporation who may make representations on their behalf during formal engagements, meetings or heritage surveys.

Outside Business Hours

If a complaint is classified as operational as per definition below; and occurs on a Saturday, Sunday or Public Holiday and a call back has been requested, the rostered on Weekend Quarry/Registered Manager is responsible for providing:

- Provide feedback to the complainant on the details of their complaint
- Confirm if remedial action or further investigation is required
- Inform the complainant that a member of the South32 Worsley Alumina team will speak with them with any additional information within two business days.

Global 360 Event Management Database

All complaints must be recorded in G360 with the following minimum mandatory information:

- How the complaint was made (1800 call centre, phone call to employee, email to employee). Attach evidence to the G360 event i.e., the email from call centre, email to personal account / letter, etc.
- Date and time received
- Description of the complaint
- Impact that the complaint relates to Noise, Dust, Odour, Other
- Details outlining how and when an investigation is to be completed
- Risk rating
- Findings of investigation
- Remedial actions taken in response to the complaint received including when the action was taken
- Feedback provided to the complainant including whether they were satisfied with the process and if not, what additional steps were taken

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5. TYPES OF COMPLAINTS

This procedure defines two categories of community complaints.

	Operational	Non-Operational	Enquiry
Issue Type	Environmental (e.g., noise, dust, blast, spill, odour) Safety (e.g., company vehicles on public roads, damage to community infrastructure)	Social (e.g., employee or contractor behaviour in the community) Administrative (e.g. process, people or regulatory in nature)	Community (e.g. community grants, volunteering) Query (e.g. employment, procurement, tours)
Target Response Time	< 48 Hours	< Two Business Days	< One week

6. DEFINITIONS & ABBREVIATIONS

Term	Definition
Complaint	<p>A verbal or written expression of dissatisfaction made directly or via correspondence to a Worsley Alumina representative by a member of the community relating to an adverse impact on the community from the Company’s actions or operations.</p> <p>A complaint can be received by any South32 Worsley Alumina representative at any time.</p> <p>In some cases, complainants experience cumulative impacts from multiple sites. While the impact isn’t solely specific to South32 Worsley Alumina operations, the impact contribution means it must be recorded.</p> <p>There is no link between a Community Complaint and a legal noncompliance (that is, if a noise complaint is lodged it must be reported, even if the noise level is under statutory limits).</p> <p>Multiple complaints made within a short period of time (days) by the same person/property for the same event is a single complaint.</p> <p>Complaints made by different community members about the same event are reported separately.</p> <p>The following examples <u>are not</u> considered community complaints:</p> <ul style="list-style-type: none"> • An issue raised by an employee or contractor whilst in the course of their employment regarding an internal matter. • A complaint only lodged with a third-party such as a regulator. • A complaint where an investigation confirms another party was the sole cause. • An issue or protests linked to the future plans, actions or activities of the Company as this did not cause an adverse impact to the Community. • An issue raised on social media and not directly to the company. • Issues discussed through the Mine or Refinery Community Liaison Committee, unless specifically requested by the committee members.
Community Relations Stakeholder Engagement Tracker	The internal record of all complaints and resolutions. Complaints data is reported through the South32 Annual Sustainability Report.