



Community Grievance Procedure

SEMS – Social Responsibility

Next review due: January 2029

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1 PURPOSE

This procedure outlines how Grange Resources (Tasmania) Pty Ltd ("Grange") receives, records, manages, and resolves community grievances in a fair, timely, and transparent manner. The intent is to ensure that issues and concerns are addressed effectively, fostering trust and maintaining positive relationships with community members associated with Grange's Tasmanian operations. This procedure aligns with Grange's commitment to responsible environmental and social governance, regulatory compliance, and continuous improvement.

This procedure shall be reviewed and updated every **3 years**.

2 SCOPE

This procedure applies to all Tasmanian operations of Grange Resources, including Savage River Mine, Port Latta Pelletising Plant, and Burnie offices.

It covers:

- Community and stakeholder grievances relating to environmental performance, including environmental nuisance or environmental harm, water quality, safety, land use, or other relevant social impacts.

It does not cover:

- Workforce grievances (employees and contractors), which are managed in accordance with HR policies and Fair Work requirements.

3 KEY PRINCIPLES

- **Accessibility:** Complaints can be made verbally, in writing, or electronically.
- **Transparency:** Complainants are kept informed of progress and outcomes.
- **Confidentiality:** All complaints are handled sensitively, with identities protected where appropriate.
- **Non-Retaliation:** No adverse action will be taken against any person who lodges a grievance in good faith.
- **Continuous Improvement:** Lessons learned from grievances inform future practices and community engagement.

4 DEFINITIONS

Grievance: A concern, complaint, or issue raised by a community member or interested party regarding Grange operations.

Interested Party: Any individual or organisation that may be affected by, or perceive themselves to be affected by, Grange activities.

5 ROLES AND RESPONSIBILITIES

Grange Employee	Receives and escalates any complaint or grievance appropriately. Check with appropriate department who will enter the complaint incident into Grange Hub.
Environmental Officer	Supports process under guidance of Senior Environmental Officer as required.
Senior Environmental Officer	Records environment or community complaints in Grange Hub and SEMS (Safety and Environment Management System). Conducts initial assessment of complaint. Facilitates investigation as required, formulates solution and liaises with Grange management and complainant to resolve the matter as far as reasonably practicable.
Health, Safety & Environment (HSE) Manager	Oversees grievance management process, ensures compliance with EPA and SEMS requirements.
Chief Operating Officer (COO)	Reviews escalated grievances and approves resolutions where higher-level decisions are required.
Chief Executive Officer (CEO)/Board of Directors	Provides governance oversight, reviews trends and systemic issues as required.

6 PROCEDURE OVERVIEW

Receipt of Complaint:

Community members or employees may submit complaints via:

- Email: feedback@grangeresources.com.au
- Phone: (03) 6430 0222
- In person at: 34A Alexander Street, Burnie, Tasmania
- Mail to: PO Box 659, Burnie, TAS, 7320.

Acknowledgement:

- Acknowledge receipt within **3 business days**.

Assessment:

Senior Environmental Officer to:

- Assess complaint and assign risk rating under the incident report. Complaint assessment may involve site inspections and visitations to complainants as appropriate.
- Notify senior management of complaint.
- Notify Environment Protection Authority as required.
- Determine if immediate corrective action is required.

Investigation:

- Investigate cause and potential corrective actions.
- Consult relevant site managers or contractors where appropriate.

Resolution and Response:

- Provide written or verbal response within **14 days** where possible.
- Escalate unresolved or complex matters escalated to HSE Manager and COO.
- Target closure within **30 days**; if not achievable, communicate progress to complainant.

Escalation:

If not resolved, sequence of escalation is as follows:

- Senior Environmental Officer*
- HSE Manager
- COO
- CEO
- Board.

*EPA notification where environmental harm or pollution is suspected.

Recordkeeping:

- All complaints and responses are recorded in the Grange reporting Hub.
- Records retained for at minimum **3 years**.
- Separate registers are maintained for Community/Environmental and Workforce grievances at Grange.

7 CONFIDENTIALITY AND PRIVACY

All grievance information will be managed under the *Privacy Act 1988* (Cth) and Grange's relevant internal policies. Anonymous complaints are accepted but may limit Grange's ability to investigate or resolve the matter fully.

Personal data will only be used for the purpose of managing the complaint.

8 REVIEW AND CONTINUOUS IMPROVEMENT

- The HSE Manager reviews this procedure every **3 years**, or earlier if required by changes in legislation or EPA guidance.
- Outcomes and trends are reported to the Executive Team and Board on a monthly basis.

9 LEGISLATION AND REFERENCE FRAMEWORK

- *Environmental Management and Pollution Control Act 1994 (Tas)*
- *Work Health and Safety Act 2012 (Tas)*
- EPA Tasmania – Community Engagement and Complaints Handling Guidelines
- *Privacy Act 1988* (Cth)
- Grange Resources SEMS Framework

10 ASSOCIATED DOCUMENTS

Table 1 References and Supporting Documents

Document Number	Document Title or Information Source	Internal SEMS Link
HRMS-03	Grange Grievance Policy and Procedure	Grange Grievance Policy and Procedure.pdf
EMS-07	Air Quality Standard	EMS-07 Air Quality Management Standard.pdf
EMS-07	Port Latta Dust Management Manual	Port Latta Dust Management Manual v3.4.pdf
EMS-07	Port Latta Dust Audit Template	EMS-07 Port Latta Dust Management Audit Template.pdf
EMS-07	Port Latta Gas Emissions Plan	EMS-07 Port Latta Gas Emission Plan.pdf
EMS-09	Noise and Vibration Management Standard	EMS-09 Noise and Vibration Management Standard.pdf
Social Responsibility 02	Stakeholder Engagement Plan	SEMS Social Responsibility

11 DOCUMENT CONTROL

Version	Date	Description	Author	Approved
Draft 1	25/11/2025	Document Creation	Env Dept	
Revision 1	31/01/2026	Revision 1	Env Dept	COO & ARC
Revision 2	Due 31/01/2029	Revision 2		

12 APPENDICES

12.1 APPENDIX A – COMMUNITY FEEDBACK FORM

Completion of this form is optional. Complaints may be made verbally, by email, or by phone.
 Information provided on this form will be used only for managing your complaint and will be handled in accordance with applicable privacy laws.
 Please return completed form to info@grangeresources.com.au

Date of Feedback:	
Respondent Name (Optional):	
Contact Details (Optional):*	Phone: Email: Address:
Preferred Contact Method:	<input type="checkbox"/> Phone <input type="checkbox"/> Email
Site/Location:	
Title of Complaint:	
Details of Feedback:	<i>Use overleaf if required.</i>
Grange Use Only Below	
Method of receipt (phone, email, in person etc)	
Actions Taken	
Resolution Provided to Complainant	
Date Closed	
Is follow up required	
Closed out by	
Hub Incident No.	

*Please note Grange may be unable to provide feedback about your complaint without contact details.

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End Document.