



Community Complaint Procedure

Introduction

Queensland Alumina Limited (QAL) understands that good management of community relationships is as important to our business success as the management of our operations. Building respectful relationships depends on our understanding of the issues that are important to our community and our community understanding what is important to us.

About Queensland Alumina Limited

QAL commenced operations in March 1967 with an annual production rate of 600,000 tonnes of alumina. Today QAL is one of the world's largest alumina refineries, with production capacity of 3.95 million tonnes per year of the world's best smelter grade alumina. QAL is owned by Rio Tinto Alcan (80%) and Rusal (20%).

The refinery covers 80 hectares of a 3050 hectare site on the south-east outskirts of the city of Gladstone. Adjacent to the plant is a wharf and storage facility on South Trees Island (**Figure 1**). The site also includes a residue disposal dam located on Boyne Island.

QAL operates under an *Environmental Authority EPPR00494413* issued by the Department of Environment and Heritage Protection.



Location of QAL within Gladstone, Queensland

Legend
□ Location of Queensland Alumina Limited

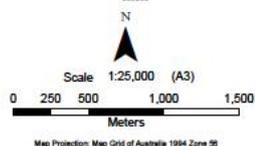


Figure 1: Location of QAL within Gladstone, Queensland



Purpose and Scope

QAL understands that there may be times where unintended impacts of our operations such as noise, dust, alkali and odour, have the potential to affect the community. We are committed to working with our community to actively manage our impacts.

This document sets out QAL's approach to and process for capturing, investigating and responding to all complaints.

The complaints process

QAL uses a Real-Time Online Community System (ROCS) to manage all complaints. ROCS has been built to improve communication with our neighbouring communities and to allow for transparency in the way we work. The system has been designed to ensure when any complaint is lodged our operations team act immediately to resolve the issue. The flow chart below outlines the QAL internal complaints process (**Figure 2**).

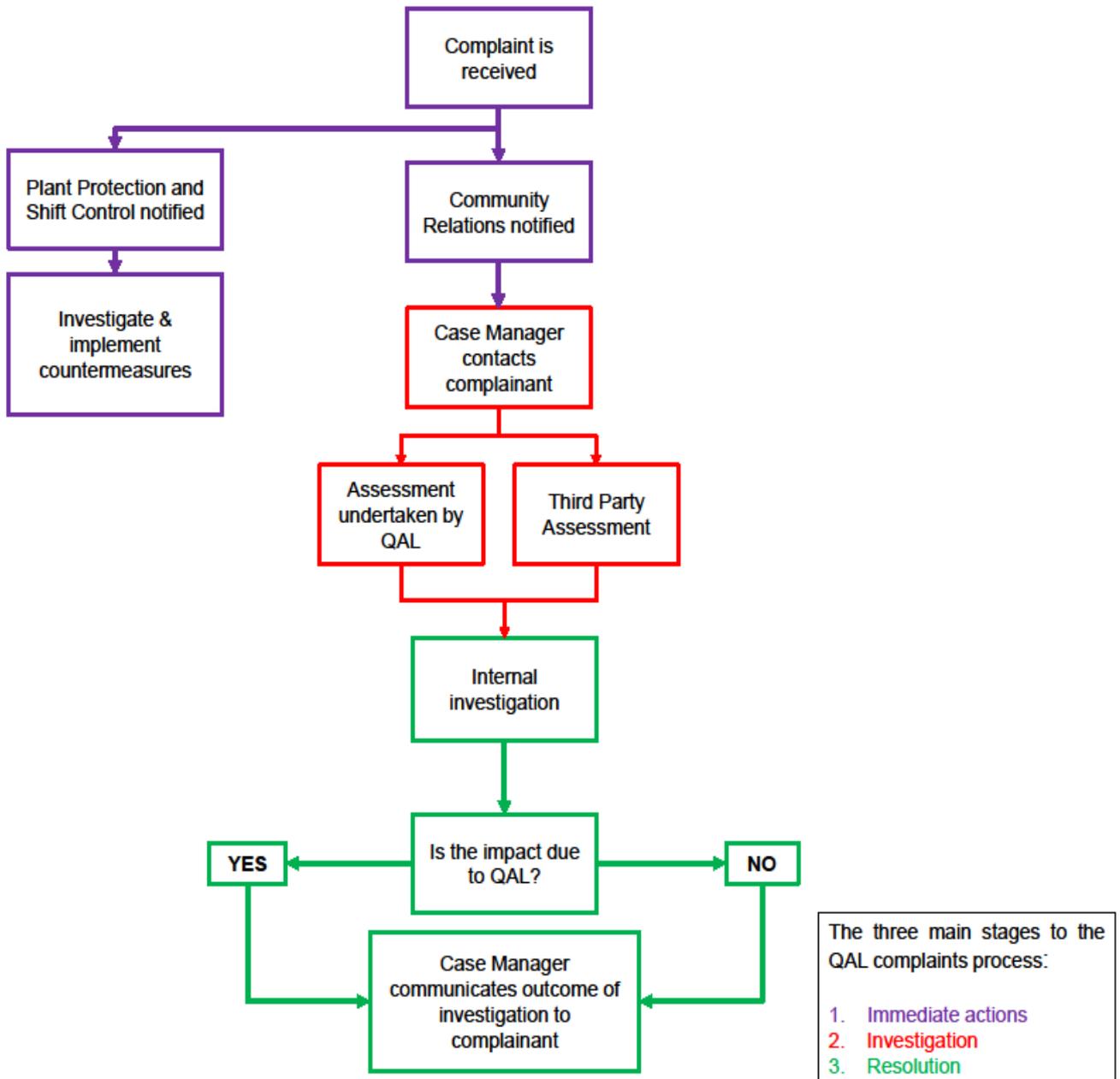


Figure 2: Process Flow Sheet



1) Immediate actions

- Once a complaint is received, notification is sent to the Community Relations team. To ensure the complaint is actioned even when made outside of a standard business day, notification is sent to Plant Protection and Shift Control to investigate the situation.
- A case manager will be appointed to each complaint so you will have a dedicated contact point from start to finish.
- We will keep you informed as we progress through the investigation and share the findings with you.

2) Investigation

- You will be contacted by your case manager to arrange a time for them to visit you and discuss the complaint with you, if required. This process will involve the case manager arranging a one-on-one meeting with you to discuss and if appropriate visually assess the reason for the complaint. It is common for photographs to be taken and this forms part of the investigation.
- If required, samples will be collected for analysis. We will be in touch to arrange collection visits if necessary. Your case manager will complete a sampling form with you at the time the sample is taken.
- In some cases, independent third party assessment is required. If this is the case, your issue will be referred to an independent third party assessor nominated by QAL. They will contact you to arrange a time for the assessment.

3) Resolution

- If the investigation indicates the impact is related to QAL, we will discuss the outcomes of the investigation with you and advise whether there are any solutions QAL can provide to you.
- If the investigation indicates the impact is not related to QAL, you will be notified as soon as possible. We will provide you with an explanation regarding the investigation findings.
- In the event that a complaint cannot be resolved through the normal process, and it escalates into a dispute, a party claiming that a dispute has arisen must notify the QAL Community Relations Specialist in writing (dispute notice), providing details of the dispute, by sending an email to feedback@qal.com.au with the subject headline: Dispute.
- If a dispute cannot be resolved and it escalates into a grievance, an independent third party mediator, appointed by the Australian Institute of Arbitration and Mediation, may be required to assist resolving the issue.



Confidentiality and personal privacy

QAL may require that parties involved in a complaints management process sign a confidentiality agreement. This is to ensure that the outcome of the complaint, or any information disclosed by either party during the process are kept confidential (except in appropriate circumstances) and may not be used for any other purpose except the dispute resolution.

Management of personal information

As part of the complaint investigation process, QAL will collect your personal information including name, address and contact details for the purposes of understanding the issue and keeping you informed as the investigation progresses. QAL must collect, handle and store personal information in accordance with the requirements of the *Privacy Act 1988 (Cth)*. Please see the Privacy Statement included on the ROCS website for more information regarding QAL's obligations in this regard.

QAL submits a monthly report to the Department of Environment and Heritage Protection which includes the details of all community complaints for that period. Your personal details are not provided in this publically available report unless you specifically request otherwise.

Contact

If you have any questions or feedback regarding the QAL Complaints Management policy, please contact us on:

- ROCS following the "ROCS page" on the QAL website www.qal.com.au; or
- the QAL community hotline on 1800 181 110.