

Community Feedback and Complaints

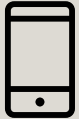
At Rio Tinto the strength of our relationships with the communities where we operate, and broader society, is fundamental to our business. By being willing to learn from our mistakes, listening to understand and genuine partnering, we will deliver better long-term outcomes for everyone.

How can I provide feedback or make a complaint?



1800 996 508

to speak to our Communities and Social Performance team, Monday to Friday, 8am to 4pm.



0492 415 285

Communities mobile



Email us at

GoveCommunities@riotinto.com

What happens after I've made a complaint?

- You will be contacted by the Communities and Social Performance team within two business days.
- Every complaint will be carefully considered and a written response will be provided. We encourage open communication and collaboration to work towards a satisfactory resolution for all involved.
- Your complaint, contact details and resolution will be recorded in accordance with our privacy and complaints management policies.

Complaints can be made anonymously, please let us know if you wish to remain anonymous.

What happens if my issue isn't resolved?

If a resolution cannot be reached, your complaint will be escalated to management who will reassess the issue and undertake an internal investigation to confirm the next steps. An independent tribunal maybe considered for complaints of a serious or complex nature.

myVoice

myVoice is Rio Tinto's confidential whistleblower program.

myVoice is available to anyone who has concerns or information relating to misconduct or improper circumstances or behaviours connected to Rio Tinto.

What happens after a myVoice report is made differs from the process on the left. Details are available at <https://www.riotinto.com/en/sustainability/ethics-compliance>.



1300 729 358



Dhanum bukmak'ku nhuma njaru rakaram nhä nhumalingu warwu

Djinal Rio Tinto-ña gurrutu nalmalingu bukmak'ku banha nälma yaka nayaña djinal djäma, yultha yana wanyu'yu djalkiriyu dhäya yaka bili djinaku djämawu ganydjarrwu nalmalingu. Nälma njaru marngi'yi nhä nälma njaru roj djäma djinal, mäkir'witjun ga mulkurr lap'thuwa rrambanj'wu djäma'wu, mä nälma njaru djäma manyamak'kum wikarran bukmak'ku nalmalingu.

Nhalpiyan naya njaru djäma warwu'wum?



Rinimapdhambalnamba li, 1800 996 508

Ga waniya communities and social performance team-kul, Monday ga bala Friday-li 8am godarrmi ga bala 4pm-li banha njaru naya milmitjpa'yi.



Wo rinimapdhambalnamba li, 0492 415 285

Communities mobile



Wo email nhunuñarru
GoveCommunities@riotinto.com li

Banha nhunuñarru warwunhugu djäma, manyamak nhunuñarru yakarakaranhami wo guñanmi yäku, njaru marngi'yuman nhunuñarru nalmaliny wadutja yana.

Nhalpiyan njaru banha njaru bayañu warwu buwayak'tji?

Banha nälma njaru yaka buwayak'kum warwu, nalmam njaru banhaya yängum bala management team-guli biyapulñuwu nhänharawu. Ga banha maliku ga wanyum warwu, nälma njaru bäki waripu independent group-nha.

Nhalpiyan njaru banha njaru warwu djäma djourra li?

- Nhunum njaru mäyam dhäwu Communities and Social Performance team'gun nulinamiyu banha njaru bulal daykun nalthun.
- Bukmak nhä warwu nälma njaru nhäma ga gyaña manyamak'kum bala njaru wukirri djourra nhugu bili nälma yultha manyamak djäma yaka, bukmak'ku mä njaru warwu buwayak'tji.
- Nhugu warwum ga bulu nhugu rom banha nhä nälma gyañl njaru djourra li wukirri wanyukunharawun privacy ga complaints management policies.

myVoice

Dhanu banhamyVoice-ma Rio Tinto-wu dharrpal rom rakaranhami ga nhä nhugu warwu wo nhä nhunu njarunhäma maliku Rio Tinto-ña. Birrka'miyu banhanhunu njarunhäma nhä rom maliku Rio Tinto-ña wo nhunu njarunhäma maliku Rio Tinto-ña nhunu njarubäki myVoice.

Djämam nälmanjaru warpuyaman banha njarumäyam myVoice report-ma, waripu nälmanjaru mäyamdjinakum dhukadjäma'wu. Ga djinakum nhunuñarru buludhäwu mäyam Rio Tio website-ña.



Rinimapdhambalnamba
li 1300 729 358



Dhuwalanydja bukmak'kunheyurru lakarama nhä nhuṇu warwu

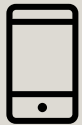
Dhuwala Rio Tinto'ṇura gurrutunyda ṇanapurrunṅu bukmak'ku wanhaka dhawal'ṇura ṇanapurru yukurra djäma, yuwalk yana mirithirri däl djalkiri ga dhiyaku djäma'wu ganydjarr'wu ṇanapurrunṅu. ṇanapurru yurru marṅi'thirri nhä ṇanapurru yurru roṇ djäma, mäkir'iwitjun ga mulkurr lap'maranharamirri rrambanji'wu djäma'wu, märr ṇanapurru yurru djäma manyamak'kuma weyin'ṇumirriyundja bukmak'ku.

Nhaltjan ṇarra yurru djäma warwu'wunyda?



Rinimap 1800 996 508

Ga waniya communities and social performance team'gala, Monday ga balaFriday'yu, 8am godarr'mirri ga bala 4pm dhawal milmitjpa.



Wo rinimap 0492 415 285

Communities mobile namba



Wo email nhe yurru
GoveCommunities@riotinto.com lili

Warwunyda nhe yurru djäma ga manyamak nhe yurru yakanyda lakaranha'mirri yäku yurru marṅikuma nhe yurru yulṇunyda ṇanapurrunha.

Nhaltjan yurru ṇunhi warwuny'dja yurru yaka buwayak'kuma?

ṇunhi ṇanapurru yurru yaka buwayak'kuma warwu, ṇanapurru yurru djuyun' bala management team'gala bulunuwu nhänharawu. Ga mirithiri yätj ga dälwunyda warwu'wu ṇanapurru yurru bäki wirpunha independent group'nha ḡṇḡa'yunarawu.

Nhaltjan yurru yulṇuny'tja ṇunhi yurru warwuny'dja djäma djorralili?

- Nhe yurru märrama dhäwu Communities and Social Performance team'kunṅu ṇulinyamirri'yu ṇunhi bulal daykun yurru ṇal'yun.
- Bukmak nhä malanyinha warwu yurru nhäma ga guyaṇa latju'kuma bala yurru wukirri djorra'na nhuṇu bili ṇanapurru yukurra märr yan yuwalk mirithirri manyamak djäma latjukuma bukmak'ku warwu'wu buyayak'kunharawu.
- Nhuṇu warwunda ga bulu nhuṇu rom ṇunhi nhä ṇanapurru guyaṇana yurru djorralili wukirri dälkunharawu, privacy ga complaints management policies'lili.

myVoice

myVoice'tja Rio Tinto'wu dharrpal rom lakaranha'mirri nhänhuṇu warwu wo nhä nhe yurrunhäma yätj Rio Tinto'ṇura. Birrka'mirriyu ṇunhinhe yurru nhämanhä roṇ'thirri yukurra wo nhe yurrunhäma yätj rom Rio Tinto'ṇura nhenyda yurru bäki myVoice.

Djämanyda ṇanapurru yurru, ṇunhi yurru märrama myVoice report'tja wirpukurru dhalakarrkurru. Dhiyakunyda nhe yurru bulu dhäwu malṇ'marama Rio Tio website'ṇura.



Rinimap
1300 729 358

