

NZAS Community Feedback and Complaints

We value community feedback as it helps us to improve how we operate and work. We encourage the community to provide feedback or report any concerns or complaints that arise as a direct result of our operations. We are willing to learn from our mistakes by listening to understand and through working together, we will deliver better long-term outcomes for everyone.

How you can provide feedback or make a complaint

Call 021 174 1138 to speak to our Manager Communities & Social Performance (Monday to Friday, 8am to 5pm)

Send a message via our website contact form:
<https://nzas.co.nz/contact>

Email: NZASCommunityFeedback@riotinto.com

Write to us: Communities & Social Performance, NZAS, Private Bag 90110, Invercargill 9840

To make a complaint or notify Environment Southland about an environmental issue:

Call the Pollution Response Hotline 0800 768 845

Online feedback form: <https://online.es.govt.nz/doing-it-online/problems-requests-submissions/ContactUs?ed-step=1>

Antenno app: <https://www.es.govt.nz/about-us/antenno>

What happens after you have made a complaint?

- 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.

Your feedback or complaint can be made anonymously, please let us know if you wish to remain anonymous.

What happens if your issue isn't resolved?

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

myVoice

myVoice is Rio Tinto's confidential whistleblower programme.

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>

Call 0800 425 448

Or scan

