

RioTinto

The Winu Project Complaints form

The Winu Project, a Rio Tinto copper-gold development in Western Australia's Great Sandy Desert, has a complaints management process in place to receive and respond to complaints from members of the community about all aspects of its activities. This feedback is treated confidentially.

Our commitment to you

We will:

- Listen to you.
- Take each complaint seriously.
- Handle your complaint with courtesy and in confidence.
- Investigate every complaint in a timely way.
- Consider your complaint as an opportunity to improve the way we do business.
- Respond to your complaint and provide feedback.
- Help you to lodge your complaint should you need it.

MAKING A FORMAL COMPLAINT

Please complete this form and email or post it back to us. Alternatively, you can complete the online Complaints Form on our Winu website: riotinto.com/winu

@ **WinuCSPteam@riotinto.com**

✉ **Winu Communities &
Social Performance Team
Rio Tinto – Raine Square
Level 16, 300 Murray Street
PERTH WA 6000**

If you prefer, you can call Winu's Communities and Social Performance Team to discuss your concern.

☎ **+ 61 (0) 474 438 557**

How long will it take?

Day 1	Acknowledge your complaint by the next business day.
Day 2-10	Begin an investigation within 10 days of receiving the complaint and provide you with an update.
Day 11-29	Investigation to be completed within 30 days from acknowledgement.
Day 30	Respond to you in writing.

Some complaints, concerns and queries can be discussed and resolved within days, while others may take a few weeks. Once the investigation is complete, the outcomes will be shared with you.

COMPLAINTS FORM



Please contact us if you need any support to complete this form

The Winu Communities and Social Performance Team (CSP Team) will process the personal information you provide below for the purposes of investigating your complaint, and improving the way Rio Tinto does business, as necessary. For more information as to how Rio Tinto processes personal information, please see the Rio Tinto Data Privacy Standard, available at <https://www.riotinto.com/en/sustainability/policies> (scroll down to Standards, procedures and approaches) or feel free to ask to read a hard copy if you are at one of our meetings or forums. The information you provide may be shared internally within the Rio Tinto Group for the purposes outlined above, but it will only be shared with those who have a need to know to perform their job role (this may include overseas recipients). The information may be de-identified and shared more broadly within Rio Tinto or with our partners and suppliers so the business can take learnings from it and implement improvements. If you wish to withdraw your consent for the processing of your personal data as outlined here, or exercise any of your other privacy rights outlined in the Rio Tinto Data Privacy Standard, please contact the CSP Team (see contact details over the page).

First name:

Last name:

Preferred title:

Residential address:

Mailing address:

Mobile phone number:

Email:

Are you under 18 years of age?

 Yes No

If yes, please provide details of the person acting on your behalf:

First and last name:

Email address and/or phone number:

WHAT IS YOUR COMPLAINT ABOUT?

Please include date, time and location of any events relating to this complaint and attach supporting documents, images or information if you need to.

Details:

Does your complaint relate to a previous complaint?

 Yes No

If yes, please provide details, including date and location of any events giving rise to this previous complaint.

Date:

Signature:
