

2024-2026

Summary Environment & Social Management Plan

Rio Tinto Yarwun

The purpose of this summary environment and social management plan is to provide an overview of Rio Tinto Yarwun's approach to environment (air and water) and social risk management. This document consolidates information from topic specific risk assessments, various management plans, standards and procedures utilised by Rio Tinto Yarwun. The summary environment & social management plan is not a controlled document.



Rio Tinto Yarwun Gladstone

Rio Tinto acknowledges and respects the Bailai, Gurang, Gooreng Gooreng and Taribelang Bunda Peoples on whose traditional lands the Rio Tinto Yarwun Refinery is located.

We value Traditional Owners' unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

Contents

Rio Tinto Yarwun’s approach to sustainability	3
Rio Tinto Yarwun site context	4
Emissions to air	5
Rio Tinto Yarwun air context	5
Air objectives	5
Controlling emissions to air	5
Water use and discharges to water	6
Rio Tinto Yarwun water context	6
Water objectives	7
Controlling water use and discharges to water	7
Environmental initiatives and improvement projects	9
Environment disclosures	9
Communities and Social Performance (CSP)	11
Rio Tinto Yarwun communities context	11
Community and Social Performance objectives	12
Working with communities	12
Complaints and feedback mechanism	14
Internal document references	15

Rio Tinto Yarwun's approach to sustainability

Rio Tinto Yarwun aligns with the Rio Tinto approach to sustainability¹, with achieving impeccable environment, social and governance (ESG) credentials as one of our core objectives. We will strive to align our business priorities with society's expectations and ensure sustainability considerations are at the core of every decision we make.

In strong alignment with The Way We Work², the Rio Tinto Yarwun leadership team are committed to impeccable ESG and understand their responsibilities to protect the environment and use shared resources adequately to maintain the health, safety, and livelihoods of local communities.



Rio Tinto Yarwun water sampling

¹ <https://www.riotinto.com/en/sustainability/our-approach>

² <https://www.riotinto.com/en/sustainability/policies>

Rio Tinto Yarwun site context

Rio Tinto Yarwun, located in the coastal city of Gladstone, is approximately 550 km north of Brisbane. The Gladstone Regional Council describes the region as, “one of the largest, bulk commodity ports in the world, the Gladstone region has positioned its strength in large scale industry, resources and energy, engineering and advanced manufacturing with a highly skilled workforce”³. Gladstone’s proximity to the Great Barrier Reef has also resulted in a well-developed ecotourism industry. In addition, traditional sectors such as agriculture and livestock still contribute extensively to the regional economy.

The Gladstone climate is typically dry, but prone to significant wet weather events associated with cyclones and east-cost lows. The Gladstone region has a high probability of experiencing hotter and drier conditions associated with climate change and more extreme rainfall events are likely.

Alumina has been shipped from Rio Tinto Yarwun since 2004, today the refinery consumes approximately 7.5 million tonnes of bauxite, to produce approximately 2.9 million tonnes of alumina and 0.2 million tonnes of hydrate per year. Product material is exported to customers internationally. Alumina ships are loaded on average three times per week. Rio Tinto Yarwun directly employs approximately 700 people, and the equivalent of approximately 800 full time contractors further supplement the workforce⁴.

Rio Tinto Yarwun has three distinct areas, the refinery, Fisherman’s Landing wharf, and the residue management area (RMA) tailings facility. These are joined via a series of overland conveyors and pipelines. Rio Tinto Yarwun’s facilities are in the Gladstone State Development Area. Many of Rio Tinto Yarwun’s neighbours are other industries, with the township of Yarwun and the surrounding farming communities considered the closest residential neighbours.

Rio Tinto Yarwun strives to achieve impeccable ESG credentials and is regularly reviewed and/or audited by external parties for performance. Some of the external assurance conducted in the past 3 years include: independent cultural heritage management audit; Environment Authority compliance audit; Aluminium Stewardship Initiative (ASI) performance standard (v3) certification audit; ISO14001 environment management system re-certification and surveillance audits; Global Industry Standard on Tailings Management (GISTM); International Council on Mining and Metals (ICMM) performance expectations validation.



Rio Tinto Yarwun team members in the refinery

3

<https://www.gladstoneregion.info/plan/industry/#:~:text=The%20Port%20of%20Gladstone%20is,fourth%20largest%20port%20in%20Australia>

⁴ Approximate average numbers in 2023

Emissions to air

Rio Tinto Yarwun air context

Any emissions to air that are released from Rio Tinto Yarwun and neighbouring industrial sites (Orica, Cement Australia, Alpha HPA, NRG power station, Wiggins Island coal export terminal, and Curtis Island LNG plants) enter the Gladstone airshed. This system is defined by the diurnal coastal wind pattern, with typical easterly sea breezes during the day and lighter winds at night. The consistent coastal winds typically provide good dispersion. The nearest non-industrial receptor, the township of Yarwun, is located approximately 3 km away.

Rio Tinto Yarwun has measures in place to manage, monitor and mitigate its emissions from its operations to achieve compliance with its authorised license limits. Rio Tinto Yarwun regularly monitors dust, noise and other chemicals as required by the licence. If required, testing for alkali and odour is also undertaken. The Rio Tinto Yarwun environmental authority is publicly available on the Queensland Government regulator's website⁵.

Air objectives

Rio Tinto Yarwun aims to:

- Manage air emissions resulting from business activities to protect the environment, and/or community health and livelihoods.
- Ensure understanding of and plan for any constraints that cumulative air impacts and/or strategies to mitigate climate change may pose for current or future operations.

Controlling emissions to air

Rio Tinto Yarwun has in place a range of controls to minimise, manage, and monitor emissions to achieve compliance with authorised licence limits.

Some of the critical controls include:

- Emissions reduction and pollution control equipment:
 - Such as, low nitrogen dioxide (NO_x) burners, desulphurisation units, physical covers for plant, control logic and optimisation of process to minimise formation of pollutants.
- Detection equipment and preventative maintenance programs:
 - Continuous emissions monitoring systems are utilised in calciners and boiler stacks and are monitored 24/7 to allow early intervention. Preventative maintenance is performed on plant and equipment including critical instruments to ensure they are operating optimally.
- Dust management program:
 - Plant design incorporating suppression and capture of fugitive dust. Inspection and maintenance practices and dust suppression practices for unsealed road. Spill management procedures for clean-up.
- Weather station:
 - A weather station located at Rio Tinto Yarwun is utilised to provide location specific meteorological conditions to assist in decision making.
- Air quality monitoring program:
 - Rio Tinto Yarwun has an air quality monitoring program which includes continuous and periodic monitoring of the site and surrounding airshed. The monitoring program tests for a variety of pollutants, including but not limited to, the primary pollutants of concern (sulphur dioxide (SO_x), nitrogen dioxide (NO_x), total suspended particulates (TSP) and particulate matter less than 10µm (PM₁₀).

⁵ <https://www.desi.qld.gov.au/>

The Queensland regulator actively monitors the Gladstone air shed⁶. The Gladstone region community has a citizen science project, the Gladstone Region Air Quality Community Group (GAQCG)⁷ who meet regularly to further the group's vision to achieve a greater understanding of air quality monitoring in the region. Rio Tinto Yarwun supports this group to ensure this important program can continue.

Water use and discharges to water

Rio Tinto Yarwun water context

Rio Tinto Yarwun has three main water inputs: potable, process (raw), and seawater. Potable and raw water are provided via municipal supply (Gladstone Area Water Board (GAWB), Awoonga dam supply).

Potable/chlorinated water is predominantly used for make-up water to the boilers. The remainder is used for amenities (drinking water, safety showers, fire suppression, kitchens, bathrooms, and laundries). Raw water is predominantly used in the process for cooling and washing. Seawater is used for the neutralisation process at the refinery and the residue management area.

Further context around the Gladstone water catchment, including surface water allocations, annual usage and estimated average annual catchment rainfall runoff, is found within Rio Tinto's surface water allocation disclosure⁸.

The three distinct areas of operation have different considerations with regards to water use and discharge.

- The Rio Tinto Yarwun refinery is built on a cut and fill pad constructed over quaternary sediments (alluvium, colluvium, or clay) or weathered rock approximately 1 km from Port Curtis. A small creek is located to the east of the refinery. The typical groundwater flow direction is north easterly with depths varying from 8 m to 1 m. The primary contaminant of concern is caustic soda; however, it is a complex chemical plant with several other potential contaminants present. Most of Yarwun's surfaces are sealed (concrete, bitumen, plant/mulch) however there are some unsealed areas (dirt road), and uncovered stockpiles (coal, bauxite).
- Fisherman's Landing (wharf) contains the caustic bladders and materials handling transport corridor. Fisherman's Landing is built on top of reclaimed land with underlying marine sediments. The water level is relatively shallow and about 1m below surface. Groundwater is believed to be influenced by tidal flows of Port Curtis and is saline. Acid sulphate soils are also present. Fisherman's Landing is owned by Gladstone Ports Corporation. Rio Tinto Yarwun engage with several external stakeholders at Fisherman's Landing including ship companies, shipping agents, Gladstone Port Corporation, Orica, Cement Australia, and Rio Tinto Marine. Ship loading operations include 2 berths for loading/unloading activities (bauxite, alumina, hydrate, caustic).
- The residue management area (RMA) consists of RMA1 (active). The geology contains weathered rock underlying steep hills and quaternary sediments (alluvium, colluvium, or clay) beneath valleys. Depth to groundwater varies from 0-40m and flow direction is varied across different locations in the lot. The RMA has a considerable bore network of more than 100 bores.

Above ground pipelines are used to pump liquid material between the wharf, refinery, and the residue management area. This includes waste slurry, effluent, and seawater. There is approximately 12-15 km of poly-line containing seawater or effluent that traverses freshwater ecosystems. There is about 1 km of underground sections for the two 750mm steel pipelines.

The main receiving environments can be summarised as:

- The surface water from the Boat Creek and Calliope River catchments, which flow to the Gladstone Harbour.
- Groundwater aquifers below operational areas. Not used for municipal water supply, however, agricultural neighbours may utilise bore water for cattle and farming activities.

⁶ Gladstone air monitoring network stations <https://apps.des.qld.gov.au/air-quality/region/?region=gla>

⁷ <https://airqualitygladstone.com.au/>

⁸ Rio Tinto water quality <https://www.riotintowaterdashboard.com/>

- The marine waters of Gladstone Harbour (tidal sections of Port Curtis). These waters are classified as being part of the Great Barrier Reef World Heritage Area but are excluded from the Great Barrier Reef Marine Park area. Fisherman's Landing resides in the upper reaches of Port Curtis. Port Curtis is utilised as an industrial port, commercial and recreational fishing, and area for other recreational activities.

Rio Tinto Yarwun has measures in place to manage, monitor and mitigate its discharges to water from operations to achieve compliance with its authorised license limits. Rio Tinto Yarwun monitors a range of water quality parameters for discharges to water in accordance with licence conditions. These parameters can include pH, turbidity, total suspended solids and/or metals concentrations.

Water objectives

Rio Tinto Yarwun aims to:

- Utilise the Rio Tinto Yarwun water management system to manage water quality to ensure discharge does not cause an unacceptable impact to ecosystems in Boat Creek or the western basin in Port Curtis.
- Meet Rio Tinto's expectations for sustainable water management.

Controlling water use and discharges to water

Rio Tinto Yarwun has in place a range of controls to minimise, manage, and monitor water discharges to achieve compliance with authorised licence limits.

Some of the critical controls include:

- Asset design and engineered controls:
 - Material used for plant and piping is compatible with the substances being contained (e.g. seawater pipeline is made of PVC).
 - Ensure fit for purpose waste transport bins and vehicles.
 - Utilise physical covers for operating plant to reduce material loss to the environment (including transfer chute /ship loading equipment). Shrouding for flanges to prevent contaminants leaving bunded areas during failures.
 - Reduction of unsealed surfaces via active road sealing.
- Containment systems:
 - Bunding: refinery assets are contained in concrete bunds with minimal underground pipework and infrastructure. All bunded areas have ability to return stormwater to the process via sump pumps, or report to containment ponds in the event sump pumps are overwhelmed. Bunding systems for intermediate bulk containers (IBC's) and other chemical storage are utilised.
 - Drains and ponds: Series of stormwater drains, containment ponds and sedimentation ponds designed to capture, and return contaminates to the process and only discharge water within permitted limits to the environment. Stormwater from non-bunded areas is captured in first flush ponds or sediment ponds and released to the environment via pumps and static weirs. Containment ponds are linked to the residue neutralisation area via pumps to integrate into the effluent management system. First flush ponds have monitoring and dosing stations to adjust pH to allow stormwater release.
- Maintenance strategies and leak detection:
 - Routine scheduled inspections and maintenance on equipment and infrastructure to ensure good integrity, operational performance, and serviceability (including calibration of monitoring equipment and containment system maintenance).
 - Leak detection systems on pipework.
 - Erosion and sediment control plan for residue management area wall raise project.
- Spills management program:
 - Spill management procedure, inclusive of processes for assessing, controlling, containing and clean-up of the spill.
 - Training for all staff.
 - Spill-kits and equipment for multiple types of materials for all types of contaminants, and spill scenarios.

- Water balance:
 - Rio Tinto Yarwun maintains an active water balance that enables water inputs, outputs, and usage to be managed in the most effective way. The balance also allows identification of areas for improvements in efficiency of use, and potential water re-use / recycling.
 - The internal management plan outlines contingency plans for alternative water supply opportunities in times of drought.
- Water monitoring program:
 - Rio Tinto Yarwun has water quality monitoring programs for surface, groundwater, and marine water. The monitoring programs utilise online monitoring equipment, as well as routine specialised laboratory testing. The monitoring programs tests for a variety of pollutants, including but not limited to, the primary pollutants of concern.
 - Rio Tinto Yarwun participates in the Port Curtis Integrated Monitoring Programme (PCIMP) that is a consortium of Gladstone-based portside industries and government that foster and coordinate far-field water and sediment quality monitoring activities across 54 sites in the Port of Gladstone and Rodds Bay. The data from PCIMP is utilised by the Gladstone Healthy Harbours Program (GHHP)⁹ to create their annual report card¹⁰.



Rio Tinto Yarwun water monitoring

⁹ Rio Tinto Yarwun is a Tier 3 partner with the GHHP. This means its member contributions for both PCIMP and GHHP help to fund and support the partnership and programs.

¹⁰ Gladstone Healthy Harbours annual report card <https://www.ghhp.org.au/>

Environmental initiatives and improvement projects

Continuous improvement is important to Rio Tinto Yarwun, and minor improvements are made daily to enhance the effectiveness of controls. Key areas of focus for environmental improvement projects at Rio Tinto Yarwun are:

- Caustic / alkali containment improvement projects
- Stormwater management improvement projects
- Wharf dust reduction projects
- Decarbonisation initiatives, including hydrogen calcination trials
- Waste recycling improvement initiatives, including tyre and conveyor recycling

Environment disclosures

The following documents or reports are directly available on the Rio Tinto Yarwun website¹¹:

- Environment protection and biodiversity conversation (EPBC) annual compliance reports
- Offset area management plan

Rio Tinto Yarwun provides the following to the regulator:

- Annual receiving environment monitoring plan (REMP)
- Annual groundwater report
- Direct toxicity assessment (DTA), performed and reported only as required
- RMA annual inspection reports
- Monthly compliance reports

Rio Tinto Yarwun provides data for disclosures as part of the following programs:

Program	Link
Rio Tinto Annual Report	https://www.riotinto.com/en/invest/reports
Rio Tinto water risk	https://www.riotinto.com/en/sustainability/environment/water
Rio Tinto surface water	https://www.riotintowaterdashboard.com
International Council on Mining and Minerals (ICMM) – Global Industry Standard on Tailings Management (GISTM)	https://www.riotinto.com/en/sustainability/environment/tailings/disclosures
Australian Government National Pollutant Inventory (NPI)	https://www.dcceew.gov.au/environment/protection/npn NPI Home » NPI data » Search NPI data » Browse Search RTA Yarwun
Clean Energy Regulator Emissions and Energy Reporting System (scope 1 & 2 greenhouse gas and energy)	https://cer.gov.au/ CER Home » Markets » Reports and Data » safeguard facility reported emissions data Search: Rio Tinto Yarwun
Queensland Government Water Tracking and Electronic Reporting System (WaTERS)	https://science.desi.qld.gov.au/government/science-division/water-and-coastal/waters
Queensland Government Waste Data System (QWDS)	https://www.qld.gov.au/environment/circular-economy/waste-reduction/data-reports/qwds

¹¹ <https://www.riotinto.com/en/operations/australia/yarwun>

Rio Tinto Yarwun participates in and supports the following monitoring programs:

Program	Link
Port Curtis Integrated Monitoring Program (PCIMP) which independently monitors Gladstone Harbour health	https://pcimp.aims.gov.au/charts/index.html
Clean and Healthy Air for Gladstone project, through the Gladstone air monitoring network	https://www.gladstone.qld.gov.au/air-quality

Rio Tinto Yarwun is committed to sharing of data to aid in benchmarking and industry learning. Rio Tinto Yarwun provides data for this purpose as part of the following industry programs:

Program	Contents	Link
Australian Bureau of Statistics (ABS) annual surveys	<ul style="list-style-type: none"> • Energy and water (annual) 	https://www.abs.gov.au/
International Aluminium Institute (IAI) periodic reports and/or surveys	<ul style="list-style-type: none"> • Safety sharing information (quarterly) • Sustainable development indicators (annual) • Safety performance benchmarking (annual) • Refining energy (annual) • Life cycle inventory (LCI) data and environmental metrics (5 yearly) 	https://international-aluminium.org/ https://international-aluminium.org/resource/life-cycle-inventory-lci-data-and-environmental-metrics/
Australian Aluminium Council (AAC) annual surveys	<ul style="list-style-type: none"> • Sustainability data (annual) 	https://aluminium.org.au/

Communities and Social Performance (CSP)

Rio Tinto Yarwun communities context

Rio Tinto's operations have been in Gladstone for over 60 years, and Rio Tinto is the largest employer in the region. Rio Tinto Yarwun understands that the strength of relationships with communities in the areas of operation, and broader society, is fundamental to the success of the business. Without the support from host communities, Rio Tinto Yarwun cannot operate successfully.

As of the last census in 2021, the Gladstone region had a population of approximately 63,000 people, representing over 10 per cent growth in population from the preceding 10 years. Six per cent of people identify as Aboriginal or Torres Strait Islander, higher than Queensland at 4 per cent. The region is an economic powerhouse of Queensland, with 12.5 per cent of the community working within industries in the Gladstone region¹².

The coastline, particularly the Gladstone Harbour and surrounds, are valued as local recreational and fishing locations in the area, providing direct access to the Great Barrier Reef Marine Park. Preservation of the local environment and marine animals of the harbour and surrounds, as well as the tourism values, are key interests for the local community.

Other topics of importance to the local community include sustainability as the region increasingly transitions to decarbonisation and hosting renewables projects, long-term water security for residents and industry and diversity of employment opportunities including in industry and tourism.

Its residential location means there are many important groups and stakeholders that Rio Tinto Yarwun seeks to develop relationships with. Although not exhaustive, they include:

- The First Nations Bailai, Gurang, Gooreng Gooreng, Taribelang Bunda People and their Aboriginal Corporation;
- Gladstone Regional Council.
- Industrial neighbours, including Orica, Cement Australia, Alpha HPA, NRG power station, Wiggins Island coal export terminal, and the Curtis Island LNG plants.
- Community groups, including Yarwun/Targinnie community, neighbouring landholders, and the wider Gladstone community.
- Environmental groups and authorities such as the Great Barrier Reef Marine Park Authority (GBRMPPA) and Gladstone Conservation Council.

Rio Tinto Yarwun regularly engages with stakeholders and undertake socio-economic impact assessments to understand the benefits and impacts of operational activities. The latest assessment was completed in 2023, and results were shared with some key stakeholders.

The key benefits of Rio Tinto Yarwun's operations were found to be:

- Rio Tinto contributes to the economic prosperity of Gladstone through local employment and procurement. In 2023:
 - Approximately 700 people were employed at Rio Tinto Yarwun, and around 2,800 people in the Gladstone region.
 - Rio Tinto Yarwun spent approximately \$107 million with local businesses.
- Long-term local employment and associated wages and spend increases regional economic resilience and wellbeing.
- Ongoing local procurement spend contributes to the increased viability and sustainability of local businesses and regional supply chains.
- Social investment programs such as 'Here for Gladstone' result in improvements in community liveability, vitality, and wellbeing. The 'Here for Gladstone' fund represents the community contributions of Rio Tinto Yarwun, Boyne Smelters Limited (BSL) and Queensland Alumina Limited (QAL).
 - In 2023, Rio Tinto contributed \$678,000 in cash and in-kind contributions through Here for Gladstone and community investment.

¹² Gladstone Regional Council website - <https://www.gladstone.qld.gov.au/>

- The long-term residential workforce contributes to community cohesion and stability.

From the assessment and other engagement activities, processes have been implemented within the areas of cultural heritage access and protection, community safety and wellbeing and easily accessible ways for community members to provide feedback and make complaints.



Rio Tinto Yarwun team members at Gladstone Robotics Competition, supporting school students in STEM (Science, Technology, Engineering and Mathematics)

Community and Social Performance objectives

Rio Tinto Yarwun aims to build respectful, enduring relationships and create long term shared benefits with the communities where we operate. To achieve this, Rio Tinto Yarwun’s key objectives are to:

- Effectively manage social risks and impacts.
- Work in partnership with the First Nations Bailai, Gurang, Gooreng Gooreng, Taribelang Bunda People.
- Engage with local communities to develop and maintain robust relationships; and
- Make a positive contribution to local communities.

Working with communities

Rio Tinto Yarwun has various processes in place for managing impacts and maximising benefits to local communities as well as achieving the objectives outlined above. The Rio Tinto Communities and Social Performance Standard¹³ is the overarching control and requires detailed stakeholder mapping, regular community engagement and social and human rights impact and risk assessments.

¹³ Rio Tinto communities and Social Performance Standard is available at <https://www.riotinto.com/en/sustainability/policies>

Objective	Key activities	Future priorities
Effectively manage social risks and impacts	<ul style="list-style-type: none"> • Socio-economic impact assessment completed in 2022-2023 • Environmental control mechanisms, some of which are outlined in this document e.g. air and water • Rio Tinto Yarwun residue management area 1 (RMA1) compliance with the Global Industry Standard on Tailings Management (GISTM)¹⁴. • Regular engagement with Gladstone local disaster management authorities. 	<ul style="list-style-type: none"> • New socio-economic impact assessment in 2027 • Review and update impact assessments where needed to support new projects • Continue to engage with Gladstone local disaster management authorities
Work in partnership with First Nations people	<ul style="list-style-type: none"> • A cultural heritage management plan is in place for Rio Tinto Yarwun, which includes cultural heritage identification, and assessment processes. • Training of Rio Tinto Yarwun employees in community engagement, with cultural awareness and heritage as mandatory components • Support local events (e.g. Dorrie Day, First Nations Chamber of Commerce and Industry summit) 	<ul style="list-style-type: none"> • Continue to look at opportunities to increase Indigenous employment and procurement
Engage with local communities to develop and maintain robust relationships	<ul style="list-style-type: none"> • Complaints and feedback mechanism, actively maintained for community feedback. A copy of this process is included at the end of this document. 	<ul style="list-style-type: none"> • Undertake Local Voices community perception monitoring ¹⁵
Make a positive contribution to our communities	<ul style="list-style-type: none"> • Here for Gladstone is a collaboration between Rio Tinto Yarwun, BSL and QAL. Aligning efforts to contribute to the community. • Local employment and procurement • Support and participate in local events including Mt Larcom Agricultural Show, Ecofest, Martin Hanson Memorial Art Awards, and the Yarwun Valley Rally 	<ul style="list-style-type: none"> • Strengthen regional engagement and partnerships to optimise collective benefit for regional development

¹⁴ See table in Environment disclosures section

¹⁵ <https://voconigllocalvoices.com/en/riotinto/>

Complaints and feedback mechanism

Yarwun 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 226 258

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



Send a message via the website form <https://www.here4gladstone.com.au/contact/>



In person at Rio Tinto Yarwun
975 Hanson Road, Gladstone.
Monday to Friday, 8am to 4pm.

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 may be considered for complaints of a serious or complex nature.

RioTinto | Yarwun

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

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



Or scan

Internal document references

The below table references the Rio Tinto Yarwun internal documents used to create this summary environment and social management plan.

Related Documents
<ul style="list-style-type: none">• Environmental Monitoring Plan• Air Quality Control Plan• Air Emissions Monitoring Procedure• Land Use Management Plan• Port of Gladstone Oil Spill Response Plan• Spill Management Procedure• Hazardous Materials & Contamination Control Management Plan• Stormwater Erosion and Sediment Control Plan• Water Management Plan• Communities and Social Performance Plan• Cultural Heritage Management Plan• Cultural Heritage Management Procedure
