

Stakeholder Feedback Policy

Adani is committed to capturing and recording stakeholder feedback to build and maintain positive working relationships with stakeholders.

This policy supports collecting stakeholder feedback, including suggestions, concerns and complaints/grievances, and managing enquiries to facilitate positive outcomes and support risk management.

This policy applies to the Carmichael Coal Mine and Rail Project and North Galilee Basin Rail Project – “the Carmichael Project”.

Principles

In responding to enquiries, feedback and complaints/grievances, the Carmichael Project will adhere to the following principles:

We will seek to:

- Acknowledge stakeholder enquiries, feedback and complaints/grievances, and record them in our stakeholder record management system within 24 hours of receipt.
- Record ongoing communication with the stakeholder until the matter is closed.
- Close complaints/grievances, and/or provide the complainant with an update, including next steps, within five (5) working days of receipt.
- Provide the complainant with an overview of the investigation undertaken, the findings and, if substantiated, action taken to resolve and close the matter.
- Have a senior staff member review a complaint/grievance and associated investigation/s where the complainant is not satisfied with the initial outcome of their complaint/grievance.

Policy Commitment

We are committed to:

- Responding to stakeholder enquiries, feedback and complaints/grievances fairly and without prejudice.
- Undertaking corrective action where complaints/grievances or feedback have identified breaches or incidents that are our responsibility.
- Monitoring corrective actions to ensure successful resolution of the issue to prevent recurrence.
- Ensuring our management team embeds awareness of this policy with staff and contractors.



Lucas Dow
CEO – Adani Mining