



WIM RESOURCE GUIDELINES FOR STAKEHOLDER FEEDBACK

OBJECTIVE

WIM Resource Pty Ltd (WIM) welcomes feedback from all stakeholders on any aspect of the Avonbank Project or one of WIM's other projects.

Your feedback is important to WIM and as soon as it is received, it will be forwarded to the appropriate WIM employee for a response. Our objective is to ensure your concerns or observations can be fully addressed in a timely manner.

DEFINITIONS

WIM uses the following definitions to help guide its response to the feedback.

- ◆ Feedback – collectively covers all facets described in the following:
 - Enquiries – seeking information on the company, projects, employment, or providing services
 - Comments – general remarks on WIM's projects, activities, or specific public announcements
 - Complaints – expressing concerns resulting from WIM's activities
 - Grievances – matters in which WIM's activities have resulted or may result in harm, annoyance, etc.

HOW TO PROVIDE FEEDBACK

There are several ways you can provide feedback, namely:

- ◆ Enquiries or complaints may be made by calling WIM's free call number 1800 959 298, managed by a WIM employee. Please provide your full details and preferred contact method
- ◆ By email to admin@wimresource.com.au
- ◆ By completing the 'Get In Touch' form on WIM's website (www.wimresource.com.au)
- ◆ By completing the form in Appendix 1 attached to these guidelines and:
 - Email a scanned copy of the form to mwilson@wimresource.com.au
 - Post a printed copy to Suite 2004, Level 20, 201 Elizabeth Street, Sydney NSW 2000
 - Drop a copy of the form in person at our Horsham office at 62 Darlot Street, Horsham

When completing the form, please ensure you include the preferred contact method for WIM's response.

PRIVACY

WIM will comply with the Australian Government *Privacy Act 1988* and the *Victorian Government Privacy and Data Collection Act 2014*.

Personal details including names and contact information will not be disclosed in any communication or documents provided by WIM to external parties other than when required by law or parliament.

CONFIDENTIALITY

WIM agrees not to disclose confidential information without prior written or digital consent unless required by law or parliament.

WIM'S COMMITMENT

When feedback (positive or negative) is received, WIM will follow the procedure outlined below:

- ◆ The feedback will be logged and acknowledged as soon as practical.
- ◆ Five (5) business days after the feedback was received, WIM will provide a progress update if the matter has not been fully responded to.
- ◆ Where required, WIM will provide a formal response within ten (10) business days to address the feedback received.

OUTCOMES

WIM will endeavour to address any matters raised and provide a formal response to close out the feedback. However, there may be matters that are not able to be resolved to the satisfaction of the enquirer due to legal, technical, commercial, social, cultural, or other reasons. These reasons will be provided as part of the formal response.

Wednesday, 4 August 2021



Michael Winternitz
Projects Director

APPENDIX 1 – STAKEHOLDER FEEDBACK FORM

NAME: _____

ORGANISATION (if applicable): _____

PREFERRED CONTACT METHOD: Post Email Telephone

ADDRESS: _____

EMAIL: _____

TELEPHONE: _____

QUERY TYPE: Avonbank Bungalally Quambatook JV
 Stavely Block 10 Wedderburn
 Comment Complaint Enquiry
 Grievance Careers
 Investor Media Other

QUERY DETAILS: _____

(Please attached a separate sheet of paper if required.)

OFFICE USE ONLY:	
Received by: _____	Database updated: <input type="checkbox"/> Y <input type="checkbox"/> N
Date: _____	Closed? <input type="checkbox"/> Y <input type="checkbox"/> N
Responder: _____	