

Complaints Handling Procedure

1. Introduction

Mint Renewables Limited and its subsidiaries ('Mint') is committed to handling complaints in a respectful, transparent and timely manner.

This procedure outlines how Mint will receive and handle complaints and has been prepared in accordance with *Australian Standard 10002:2022 – Guidelines for complaint management in organizations* (AS 10002:2022).

A good complaint handling process can address potential issues before they escalate, help Mint to understand its stakeholders, provide insights and better resolutions for complainants, enhance the organisation's reputation and strengthen trust.

Complaints not handled correctly can incur significant cost through reputational damage or fines, loss of trust and missed opportunities to improve the way that Mint conducts its business.

A high-quality complaint management process is expected by all stakeholders, including regulatory bodies, investors, customers and the communities in which Mint operates.

2. Procedure

Mint will ensure this procedure, along with appropriate contact information for complaints, will be accessible to the public and displayed on the Mint website. Upon request, a hard copy and contact details shall be communicated as appropriate to persons who do not have access to the internet.

All projects / assets will have specific complaints handling plans, which incorporate project specific requirements (including any requirements set out in the relevant conditions of approval). These specific complaints handling plans will take precedence over this procedure. Where possible, the specific complaints handling plans will be developed in line with this procedure.

The following complaints handling process shall be followed:

1. Receiving and Recording Complaints
2. Response
3. Complaints Handling
4. Closure

3. Receiving Complaint

Mint will ensure members of the public have the ability to lodge complaints via telephone, email and / or through postal mail. These services are available 24 hours a day. These services will be monitored, registered and escalated.

Contact details:

Website: www.mintrenewables.com

Email: complaints@mintrenewables.com

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Phone: 1800 446 468
Mail: PO Box 16026
Collins Street West
Melbourne VIC 8007

A complaint may also be received in person to a representative of Mint.

4. Complaint Recording

The contact details of the complainant should include:

- Name;
- Address;
- Telephone numbers (home, work, mobile); and
- Email.

Details of the complaint to be recorded:

- What project/asset the complaint is about (if relevant);
- Any personnel the complaint is about or relevant to (if relevant);
- When the complaint was first made (time and date);
- Method of contact;
- Who received the complaint;
- Complaint handling owner;
- Nature of the complaint (why/what the complaint relates to);
- What action the complainant would like taken to see the matter addressed;
- Date of response(s) and immediate action(s); and
- Attach any copies of correspondence relating to the complaint.

At times, clarification may be required regarding whether a stakeholder is lodging a complaint, or whether they are lodging an enquiry, providing feedback or notifying Mint of an incident.

A reference number shall be allocated to each complaint.

Mint will record and track all complaints in a Complaints Register. The Complaints Register (excluding confidential information) may be made publicly available and may be provided to regulatory bodies.

All complaints and their status will be reported to management as part of regular internal reporting. The direct line manager will be responsible to ensure that all complaints are addressed appropriately, in accordance with this procedure and adequately closed out.

5. Response

For general complaints (i.e., not related to an incident or emergency) Mint will respond as soon as possible, or within two (2) business days of receiving, to acknowledge the complaint and to discuss next steps in handling the complaint, including provision of contact details of the person that will be handling the complaint. Emergency complaints will be escalated in line with Mint's emergency management process.

All complainants shall receive acknowledgement in writing or via email of the complaint with the complaint reference number and details of how Mint proposes to handle the complaint.

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6. Complaint Handling

A complaint will be allocated to an appropriate staff member within a business unit related to the complaint who will review all related information and may contact the complainant to discuss the matter.

Complaints will be treated confidentially and in accordance with Mint Renewables' Privacy Policy. Personal details will only be provided to another organisation or persons outside of the company with the permission of the complainant.

Mint may contact other parties that are relevant to the complaint and assess their willingness to cooperate to resolve the complaint.

Mint will endeavour to resolve all complaints as efficiently and expeditiously as possible with an aim to resolve a complaint within seven (7) working days. If more time is needed to investigate the complaint, the complaint will be notified at the end of this period and provided with an update on likely timeframes to achieve resolution of the complaint.

The complainant will be provided with an update on the status of the complaint at regular intervals (at least every ten (10) working days) until it is resolved or closed.

Communication of the resolution will include:

- actions that were taken in response to the complaint;
- outcome(s) of the complaint;
- rationale for any decisions made;
- proposed resolution offered;
- request for feedback from the complainant as whether the information provided has resolved their complaint; and
- information about steps available to the complainant, e.g., internal or external escalation.

7. Closure

Complaints will be brought to closure for any of the below reasons:

- confirmation received from the complainant that a satisfactory resolution has been achieved;
- the complainant advises Mint that they no longer wishes to pursue the complaint;
- despite Mint's best efforts, a satisfactory resolution has not been achieved and it is considered that further time and effort in handling the complaint will not assist with the reaching a resolution; or
- despite Mint best efforts, the complainant cannot be contacted to discuss the complaint or has not responded within ten (10) working days).

When a complaint is closed the Complaints Register will be updated and communicated as part of regular internal reporting.

8. Dispute Resolution

Whilst the aim of complaints handling is to resolve complaints at the first level / frontline staff, there may be instances where it is determined that the complaint should be escalated.

Should satisfactory resolution or mitigation look unlikely to be reached, internal escalation options may be considered (or requested by the complainant) at any point. This may include escalation to a more senior member of the Mint team, as appropriate, who will determine if a reasonably practical alternative resolution or mitigation can be offered and will discuss the matter directly with the complainant.

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In the event that resolution cannot be reached between Mint and the complainant, it may be necessary to consider external escalation options. This may include seeking the involvement of an independent impartial third party (i.e., external party, such as the Australian Energy Infrastructure Commissioner (<https://www.aeic.gov.au/making-a-complaint>) or relevant government body).

9. Information Handling

All information received by Mint for the purpose of handling complaints will be managed in accordance with Mint Renewables Privacy Policy, available at: www.mintrenewables.com.

Signed



Peter Cowling
Head of Australia
Date: 17 April 2023

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