

Enquires & Complaints Handling Procedure

Objective

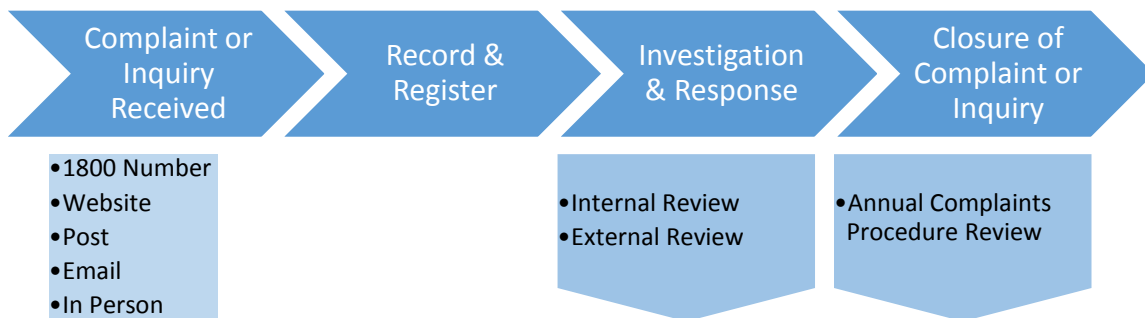
RATCH-Australia aims to conduct itself ethically and responsibly and to continuously strive for improvement in its environmental, social and economic performance. RATCH-Australia is committed to treating every complaint and item of feedback from the community and project neighbours seriously and aims to achieve an efficient and fair resolution in a timeline and courteous manner.

Procedure

RATCH-Australia will ensure the Enquires & Complaints Handling Procedure is transparent and freely available for all interested parties.

The following enquiries and complaints procedure will be followed:

1. Response received
2. Record and register
3. Investigation and response
4. Complaint review
5. Closure of enquiry and complaint



Receiving enquires or complaints

All feedback and complaints regarding any assets owned by Ratch Australia can be lodged by:

Collector Wind Farm	<ul style="list-style-type: none"> • 24 hr toll-free number: 1800 280 013 • Email address: Collector@RatchAustralia.com • Postal Address: RATCH-Australia Corporation Pty Ltd Level 7, 111 Pacific Highway North Sydney, NSW, 2060 • Website: https://www.collectorwindfarm.com.au/
Collinsville Solar Farm	<ul style="list-style-type: none"> • 24 hr toll-free number: 1800 280 013 • Email address: enquiries@ratchAustralia.com • Postal Address: RATCH-Australia Corporation Pty Ltd Level 7, 111 Pacific Highway North Sydney, NSW, 2060 • Website: http://ratchaustralia.com/collinsville/about_collinsville.html
Mt Emerald Wind Farm	<ul style="list-style-type: none"> • 24 hr toll-free number: 1800 280 013 • Email address: info@mtemeraldwindfarm.com.au • Postal Address: RATCH-Australia Corporation Pty Ltd

	<p>Level 7, 111 Pacific Highway North Sydney, NSW, 2060</p> <ul style="list-style-type: none">• Website: http://mtemeraldwindfarm.com.au/
Windy Hill Wind Farm	<ul style="list-style-type: none">• 24 hr toll-free number: 1800 280 013• Email address: enquiries@ratchaustralia.com• Postal Address: RATCH-Australia Corporation Pty Ltd Level 7, 111 Pacific Highway North Sydney, NSW, 2060• Website: http://ratchaustralia.com/windy_hill/about_windy_hill.html
Starfish Hill Wind Farm	<ul style="list-style-type: none">• 24 hr toll-free number: 1800 280 013• Email address: enquiries@ratchaustralia.com• Postal Address: RATCH-Australia Corporation Pty Ltd Level 7, 111 Pacific Highway North Sydney, NSW, 2060• Website: http://ratchaustralia.com/starfish/about_starfish.html
Toora Wind Farm	<ul style="list-style-type: none">• 24 hr toll-free number: 1800 280 013• Email address: enquiries@ratchaustralia.com• Postal Address: RATCH-Australia Corporation Pty Ltd Level 7, 111 Pacific Highway North Sydney, NSW, 2060• Website: http://ratchaustralia.com/toora/about_toora.html

Complaint Handling

Once raised, a complaint will be allocated to an appropriate staff member, who will be responsible for compiling all relevant information and whose responsibility it will be to provide a resolution as efficiently and expeditiously as possible. When necessary, the enquiry or complaint shall be treated in the strictest confidence.

At any points in the process, or at the resolution stage, we will aim to include the following in our response:

1. What actions have been taken
2. A summary of the outcomes
3. The reasoning behind any decisions made
4. The remedy we have taken or resolution offered

RATCH-Australia will acknowledge all enquires or complaints within two (2) working days, and seek to resolve as soon as possible.

We are committed to responding to all enquires and complaints promptly, however more complex matters may require additional time for further investigation. You may contact us at any time to seek an update on the status of your complaint.

Closure

We will endeavour to address all aspects of each complaint and may request feedback from you on whether you consider the enquiry or complaint closed. We will assume a complaint has been resolved if we seek such feedback and do not receive a response within ten (10) [working] days that you consider a satisfactory outcome has been achieved. We will consider a complaint to have been resolved if, despite RATCH-Australia's best efforts, a satisfactory resolution has not been achieved and it is considered that further time and effort will not assist in reaching a resolution. Upon closure, we will notify all parties of the status and any actions or gathered evidence, taken as a result of the enquiry or complaint being brought to our attention.

Enquiries and Complaints Register

In line with our Development Approvals, RATCH-Australia will record and register all enquiries and complaints received, including the means by which they were addressed and whether resolution was reached, with or without mediation, shall be maintained in an enquiries and complaints register.

The enquiries and complaints handling process will be reviewed for each project or operating asset on a regular basis as appropriately required to reflect its stage of development, construction or operation.

Internal Escalation

If a mutually satisfactory resolution is unlikely to be achieved, internal escalation of the complaint can be considered. Unresolved issues will be raised with the RATCH-Australia's Company Secretary/General Counsel who will:

- Determine if alternative and achievable mitigation/resolutions are available
- Offer these to the complainant with a view to resolving the complaint

External Review

If complaints cannot be resolved internally, they can be referred for review by external organisations. These include:

Office of the National Wind Farm Commissioner

- Website - <https://www.nwfc.gov.au/>
- Email - nwfc@environment.gov.au
- Postal Address - National Wind Farm Commissioner, PO Box 24434, Melbourne VIC 3001
- Toll-free number – 1800 656 395

The QLD Government Department of State Development, Manufacturing, Infrastructure and Planning

- Director, Ethics and Governance
Department of State Development, Manufacturing, Infrastructure and Planning
PO Box 15009 City East, Qld 4002
- Email - complaints@dsd.qld.gov.au

The Government of South Australia – Department of Planning, Transport and Infrastructure

- Toll-free number – 1300 872 677
- Department of Planning, Transport and Infrastructure
GPO Box 1533
ADELAIDE SA 5001
- Email form - https://www.dpti.sa.gov.au/contact_us/compliments_and_complaints

The NSW Department of Planning and Environment Compliance Team

- Toll-free number - 1300 305 695
- Email - information@planning.nsw.gov.au

The Environmental Protection Authority (EPA)

- Website - <http://www.epa.nsw.gov.au/>
- Environment Line phone – 131555