

COMMUNITY AND STAKEHOLDER COMPLAINT HANDLING PROCEDURE

2026

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1. INTRODUCTION

This procedure sets out the steps to manage community and external stakeholder complaints in relation to ENGIE's operational assets and asset development projects.

This procedure supports our compliance with the ENGIE Community & Stakeholder Feedback Framework.

The Framework sets out our guiding principles for managing community and stakeholder feedback – fairness, transparency, accountability, accessibility and responsiveness – consistent with those in the Commonwealth Ombudsman's Better Practice Complaint Handling Guide and aligned with the four principles set out in the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations* (**Australian Standard**). These principles also reflect the Clean Energy Council's Best Practice Charter and the Complaint Handling and Emergency Procedures recommendations of the Australian Energy Infrastructure Commissioner.

This procedure is separate from ENGIE's Whistleblower Policy. Any complaints received in accordance with our Whistleblower Policy will be managed in accordance with the Whistleblower Policy.

2. PURPOSE

The purpose of this complaint handling procedure is to:

- recognise stakeholders' rights to make complaints about ENGIE's operational assets and asset development projects;
- define an effective and transparent complaint resolution process;
- document that ENGIE will record, assess and resolve complaints fairly, efficiently and courteously to maintain a high level of stakeholder satisfaction; and
- commit to continuous improvement by reviewing feedback to identify contentious issues and areas for business and service refinement.

3. DEFINITIONS

Feedback is defined as any communication received from a community member or stakeholder. This broad definition ensures that matters of concern to community members or stakeholders are highlighted and brought to the attention of our team members. Types of feedback include:

Comments	these can be either positive or negative but do not require further action.
Enquiries	these are neither positive nor negative but require further action.
Complaints	these are negative in nature and typically require a response or resolution. .

Table 1 Definitions

What is a complaint?

ENGIE has adopted the definition of a complaint from the Australian Standard:

"A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required."

Examples of complaints include, but are not limited to:

1. the behaviour of our team members and project representatives;
2. the engagement activities we undertake for our projects, for example the times and locations of engagement sessions;
3. a decision we make about a project, for example its infrastructure, operating hours, the contractors we select;
4. our projects' construction activities, for example road closures, increased road traffic, lack of available temporary accommodation;
5. the visual impacts of our projects and disruption, for example noise and dust; and
6. our policies and/or processes.

4. PROCEDURE

The following procedure is for the handling of complaints in relation to ENGIE's operational assets and asset development projects. This procedure is based on the following stages:



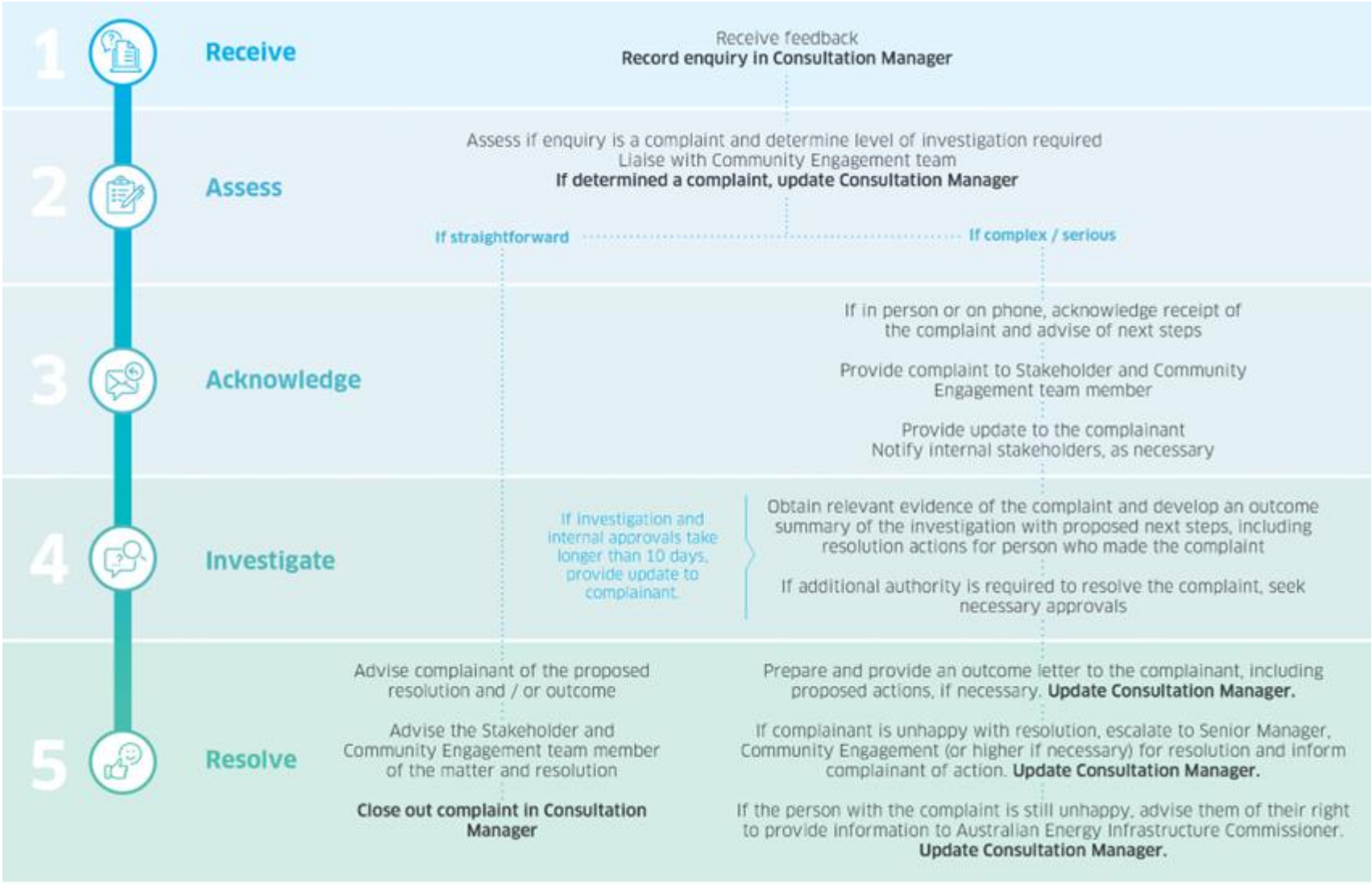
Key roles of this procedure include.

Role	Description
Complaint recipient	The recipient of the complaint can include any ENGIE employee or representative, including reception staff and in-field project representatives.
Stakeholder and Community Engagement team member	The team member is responsible for the initial management of the complaint, including the entry and updates to Consultation Manager, acknowledgement, assessments and investigations. If the complainant is unhappy with the initial resolution, the team member is responsible for escalating it to the Senior Community Engagement Manager.
Senior Community Engagement Manager	The first point of escalation if the complainant is unhappy with the proposed resolution. The manager is responsible for seeking additional approval to resolve the complaint outside of their delegation of authority.

Table 2 Roles and Responsibilities related to community complaints

Additional internal stakeholders will be engaged throughout the lifecycle of a complaint, as required. This may include relevant stakeholders identified during the *Assess* phase such as Corporate Affairs, Health & Safety and project managers. Similarly, internal subject matter experts may be engaged as part of the *Investigate* stage.

5. COMMUNITY AND STAKEHOLDER COMPLAINTS HANDLING PROCESS



At any time throughout the complaint handling procedure, if a health and safety concern is identified please contact the Health and Safety team. Similarly, if a media or reputational concern is identified please contact the Corporate Affairs team.

6. REGISTRATION OF COMPLAINTS

All community complaints are recorded in ENGIE's Consultation Manager (CM) database which is the central stakeholder relationship management system, used to track the recording, investigation and handling of all community and stakeholder complaints, including those relating to a specific project.

The following details are to be recorded:

• date and time of complaint;

• whether it is a corporate complaint or related to a project;

• type of communication (telephone, letter, email etc.);

• name, address, contact telephone number of contact or, if no details were provided, a note to that effect;

• an allocated number to the person making complaint, which will remain with them for all their complaints, if any;

• nature of the complaint and issues raised;

• record of operational and meteorological conditions contributing to the comment or complaint;

• the number of people affected in relation to the complaint;

• actions taken in response including follow up contact;

• details of whether resolution was reached;

• any monitoring to confirm that the complaint was satisfactorily resolved.

7. TIME FRAMES

Our timeframes for managing complaints encourage proactive and responsive communication with stakeholders and a swift resolution. We will always try to resolve a complaint as soon as it is made. If the complaint is received on the phone or in person, we will discuss the matter with the complainant at that time.

Key timeframes are:

- **immediate** resolution wherever possible
- acknowledgement within **three** business days
- resolution within **10** business days.

Consultation Manager will record the duration the complaint is open and feedback management will be measured against these timeframes.

8. PROCEDURE REVIEW

We are committed to continuous improvement and will update this procedure from time to time, based on feedback received and its overall effectiveness. A formal review of the procedure, the response process and the Framework will also occur every two years. The formal review will consider the Framework's alignment with the Australian Standard, the Complaints Handling and Emergency Procedures recommendations of the Australian Energy Infrastructure Commissioner and the Clean Energy Council's Best Practice Charter. We will also review it for consistency with the Commonwealth Ombudsman's Better Practice Complaint Handling Guide.

Appendix 1: Stakeholder Engagement Framework and Complaint Management Process Flowchart

ENGIE Community & Stakeholder Feedback Framework

ABOUT THIS FRAMEWORK

We value feedback from our community and stakeholders, and we aim to engage in a meaningful and helpful way. This framework sets out ENGIE's approach to managing community and stakeholder feedback in relation to our operational assets and our asset development projects.

If your experience with ENGIE has been positive, please let us know so we can recognise our team and keep doing what we're doing. If your experience with us hasn't met your expectations, we would also like to hear from you so that we can learn and improve.

If your feedback is related to other ENGIE activities, including our retail and residential energy solutions, please visit: Dispute resolution complaints and compliments | Simply Energy.

Any feedback received in accordance with our Whistleblower Policy (available here), will be managed in accordance with the Whistleblower Policy.

OUR APPROACH TO FEEDBACK

We define feedback as any communication we receive from you. This broad definition ensures that matters of concern to stakeholders are highlighted and brought to the attention of our team members. Types of feedback include:



Comments which can be either positive or negative but do not require further action.



Enquiries which are neither positive nor negative but require further action.



Complaints which are negative and typically require a response or resolution.

ENGIE has adopted the definition of a complaint from the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations* (**Australian Standard**).

> "A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required."

GUIDING PRINCIPLES

This framework is built on five guiding principles:

- ***Fairness***: You will be treated fairly. If your feedback is negative and handled as a complaint, our actions and decisions will be respectful, impartial, and evidence-based.
- ***Transparency***: Information about how to provide feedback is published on our website, with open and honest feedback sought.
- ***Accountability***: We treat all feedback as an opportunity for continuous improvement.
- ***Accessibility***: Feedback can be provided verbally over the phone or in person; or in writing by letter, email or online form.
- ***Responsiveness***: If a response is required, we will reply courteously and within our stated timeframes, and we will keep you informed about the progress of a complaint.

These principles are consistent with those in the Commonwealth Ombudsman's *Better Practice Complaint Handling Guide* and align with the four principles set out in the *Australian Standard AS 10002:2022 Guidelines for complaint management in organisations*. The principles also reflect the Clean Energy Council's Best Practice Charter, to which ENGIE is committed, and the Complaint Handling and Emergency Procedures recommendations of the Australian Energy Infrastructure Commissioner.

HOW TO PROVIDE FEEDBACK

You can provide feedback by:

1. completing our online form available on the ENGIE website
2. sending an email to assetdevelopment.au@engie.com
3. calling our dedicated projects phone line on 1800 845 067 Monday to Friday, 9am to 5pm
4. talking to us in person
5. sending us a letter to:

   Level 23, Freshwater Place

   2 Southbank Boulevard

   Southbank, Victoria, 3006

If you are deaf or have a hearing or speech impairment, you can use the National Relay Service to provide your feedback. If English is not your first language, you may use the National Translating and Interpreting Service. We accept feedback from other people on your behalf.

If you are emailing or writing, please include:

1. your full name, address and contact phone number(s)
2. a description of your feedback
3. any additional documentation or information that may support your feedback, and
4. if you are making a complaint, how you would like it to be resolved.

OUR RESPONSE

If your feedback is a complaint and requires a response, we will do our best to resolve the matter when you first contact us.

At times this may not be possible, and we will need to look into things further. In these cases, we will acknowledge that we have received your complaint within three business days (if in writing) and try to resolve it within 10 business days. If we can't, we will regularly update you on our progress.

If you believe your complaint isn't adequately resolved, you can ask us to escalate the matter to a staff member at a higher level within our organisation who will work with you to investigate further and find a solution.

If the complaint still isn't resolved to your satisfaction, we suggest you contact the Australian Energy Infrastructure Commissioner or your local Ombudsman.

NSW Ombudsman | Phone: 1800 451 524

Queensland Ombudsman | Phone: 1800 068 908

Victorian Ombudsman | Phone: 1800 806 314

South Australian Ombudsman | Phone: 1800 182 150

Western Australian Ombudsman | Phone: 1800 117 000

FRAMEWORK REVIEW

We are committed to continuous improvement and will update this framework from time to time, based on feedback received and its overall effectiveness. A formal review of the framework and the supporting response process and procedure will also occur every two years. The formal review will consider the Framework's alignment with the Australian Standard, the Complaint Handling and Emergency Procedures recommendations of the Australian Energy Infrastructure Commissioner and the Clean Energy Council's Best Practice Charter. We will also review it for consistency with the Commonwealth Ombudsman's Better Practice Complaint Handling Guide.

Feedback

Comment

We will record your comment and pass on the information to relevant team members, as required.

Enquiry

We will record your enquiry and try to help you on your first contact with us.

If we cannot fully answer your enquiry at the first instance, we will pass on the enquiry to a relevant team member to provide additional information to you.

Complaint

We will record your complaint and try to help you on your first contact with us.

If you provide your complaint in writing, we will contact you with a receipt of acknowledgement within three business days.

If we cannot resolve your complaint on the first instance, we will investigate and seek further information, as required.

We aim to resolve complaints within 10 business days. If you're not satisfied with the resolution provided, you can ask for your complaint to be elevated within our organisation.

If you feel your complaint remains unresolved, we recommend that you contact the Australian Energy Infrastructure Commissioner or the Ombudsman in your state.