



**Grievance Resolution – External Stakeholders Guideline**

**This Grievance Resolution - External Stakeholders Guideline (Guideline) describes:**

- the process for resolving formal and informal grievances (**Grievances**) from external stakeholders.

**This Guideline is used by:**

- all Talison Lithium Pty Ltd (**Talison, Company**) employees (**Employees**);
- Talison Community Relations Team (**CRT**);
- contractor employees (**Contractors**) who interact with external stakeholders (**Stakeholder/s**) while undertaking work for Talison; and
- Stakeholder/s.

Issue No	Issue Date	Document Author	Issue Amendments
1	06/22	Debbie Walsh	New Document

Reviewed By Bruce Vernon Date 11/07/2022  
Safety, Sustainability, Environment and Community Manager

Authorised By Craig Dawson Date 11/07/2022  
General Manager - Operations



## 1. OVERVIEW OR PURPOSE

Talisson is committed to fair and equitable treatment for all internal and external Stakeholders. The purpose of this Guideline is to explain the process Talisson undertakes to support Grievance resolution for external stakeholders.

The grievance resolution process outlined in this Guideline provides the avenues for external Stakeholders to voice their concerns and outlines the processes involved in resolution of stakeholder grievances.

External Stakeholders are persons or groups who are interested in, are affected by or can affect the outcome of activities conducted by Talisson.

A Grievance is an issue, concern, problem or claim (perceived or actual) that an individual or community group wants addressed by the Company in an informal or formal manner. This includes adverse economic, environmental, social or safety impacts.

Talisson is committed to building respectful relationships with Stakeholders and will make every reasonable effort to mutually resolve any issues, problems or concerns raised by a Stakeholder in a timely manner.

Both Talisson and the Stakeholder will benefit from open communication and prompt attention to any grievances that may arise.

## 2. GRIEVANCE REPORTING PROCESS

Community contacts can generally be categorised as a “one-off contact” about matters when an answer can be provided immediately and resolved quickly or more formal complaints/grievances that are repeated, high impact and require escalation and investigation.

The underlying principle in this Guideline is that grievances are best resolved by engaging directly with communities as a natural extension of good community relations through an accessible and clearly defined mechanism and with a defined timeframe for each stage. However, when local level actions are unable to resolve a grievance, and a Stakeholder still genuinely believes their complaint has not been addressed, this Guideline sets out the process for escalation of a grievance and the mechanism for engagement of an external party to mediate the grievance.

## 3. GRIEVANCE REPORTING CHANNELS

Talisson provides various channels for external Stakeholders to raise their concerns or grievances:

- telephone – Stakeholders can call Talisson’s Greenbushes Lithium Operation (**Site, Mine**) on (08) 9782 5700 and request to speak to a member of the CRT;
- email – Stakeholders can email the Mine on a dedicated email monitored by the CRT which is [GBContact@talissonlithium.com](mailto:GBContact@talissonlithium.com);
- face-to-face informal – Stakeholders may wish to voice their grievance to a member of the CRT or any Talisson employee who will then escalate using the process defined in this Guideline;



## Grievance Resolution – External Stakeholders Guideline

- face-to-face formal – Stakeholders may lodge a grievance through the Community Liaison Officer in attendance at the Community Liaison Office at the Greenbushes Community Resource Centre (**CRC**) on the third Wednesday of each month between 2:30pm and 3:30pm or at an agreed alternative time with prior notification; and
- anonymous complaint – Stakeholders may send a letter of complaint marked “Confidential” to Talison by post to:

The General Manager- Operations  
Greenbushes Lithium Operation  
Talison Lithium Pty Ltd  
PO Box 31  
Greenbushes WA 6254  
or

The General Manager- Operations  
Greenbushes Lithium Operation  
Talison Lithium Pty Ltd  
Locked Bag 40,  
Cloister Square,  
Perth WA 6850

### 4. PROCEDURE

The following process is to be followed in dealing with a Grievance to ensure fair and equitable treatment for all external Stakeholders:

1. Receive Grievance – Talison receives a verbal or written Grievance from a Stakeholder either directly to the CRT or via a third party;
2. Log and Acknowledge – Talison CRT will lodge the verbal or written Grievance from a Stakeholder on the Stakeholder Management Database and acknowledge receipt of the Grievance within two (2) Business days. Further details may be requested from the Stakeholder at this stage;
3. Assess – Talison CRT will categorise the verbal or written Grievance, conduct an internal risk assessment and communicate with relevant Departments on Site, or with external contractors where appropriate, to gather further information;
4. Assign – Talison CRT will assign actions to relevant Talison personnel or Contractors to fully investigate the Grievance. This may include contact to Human Resources (**HR**), Processing, Shipping, Mining and Environment/Community departments;
5. Feedback – Talison CRT will provide feedback to the Stakeholder regarding the steps taken and an estimate of time taken to provide a further response;
6. Investigate and Address – Talison CRT will keep all records of meetings, discussions and activities in relation to the Grievance and the outcome of any investigations;
7. Respond – Talison CRT will respond to the Stakeholder when sufficient information has been obtained or an investigation completed;
8. Resolve - if the Stakeholder is satisfied with the outcome and internal parties have been advised of any flow-on initiatives or improvements implemented as a result of the Grievance, the CRT will close out



## Grievance Resolution – External Stakeholders Guideline

the Grievance on the Stakeholder Management System. All community contacts are reported monthly and tracked for continuous improvement purposes;

9. Unresolved - if the Stakeholder believes the Grievance has not been adequately resolved at that level, he or she will be informed of the right to take their grievance to a higher level (e.g. the Site Manager Community, the Site General Manager - Operations(**GM**)) for a resolution. In this instance the Community Relations Advisor will discuss appropriate escalation to resolve the Grievance with the Stakeholder. This information will be provided when a Grievance is not able to be satisfactorily resolved and/ or at the request of the Stakeholder making the Grievance;
10. Escalation - if unable to be resolved at Site level, the Grievance may be referred to a higher level (e.g. Talison Chief Executive Officer (**CEO**) at Perth Office) if necessary;
11. Appeal - where a satisfactory resolution is not achieved by the GM or CEO, the Stakeholder or Talison may request that the grievance be referred to an independent Disputes Mediator (**Mediator**). The selection of the Mediator must be acceptable to both parties, or if the parties fail to appoint within 14 days of referral of the dispute a mediator shall be appointed by the Chairperson of the Resolution Institute (WA Chapter) <https://www.resolution.institute/resolving-disputes/mediation>;
12. Close Out – where a satisfactory resolution is achieved through external independent mediation the matter will be closed and records maintained by Talison and the Stakeholder; and
13. This Guideline does not inhibit a Stakeholder right of access to legal or judicial recourse and complainants are able to pursue legal or judicial processes at any time they feel their concerns are not being adequately addressed.

### 5. GENERAL

The following general principles should be applied:

1. the Stakeholder must have their Grievance acknowledged as soon as possible or within two business (2) days of the Grievance being received;
2. all efforts will be made to maintain confidentiality of the Stakeholder;
3. the Stakeholder raising the Grievance is entitled to a speedy resolution and all the facts related to resolving the Grievance will be gathered as quickly as possible;
4. all persons involved with the process are required to maintain confidentiality. This is to protect the rights of the complainant and the respondent;
5. written records should be kept in order to establish the facts and the process followed, including the resolution, or otherwise as the case may be, of the Grievance; and
6. any documents generated in relation to the lodgement of a Grievance must be collated and retained by the CRT on the confidential Stakeholder Management System.

### 6. REPORTING

The CRT is responsible for administration of this Guideline including the risk assessment and monitoring and reporting.



## Grievance Resolution – External Stakeholders Guideline

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Information outlining the number of grievances, time to resolution, outcome of grievances and trends will be collated and reported for the purpose of continuous improvement.

### **7. REFERENCE DOCUMENTS**

COM-ST-0001 Grievance Resolution Standard External Stakeholders

COM- MP-001 Talison Stakeholder Engagement Management Plan.