

### Complaints procedure

The procedure below outlines the process of managing complaints from receipt through to resolution. All complaints, regardless of the source, will be managed by the Sirius Minerals External Affairs team and will involve the Company’s Project team, contractors and other parties as appropriate.

**Key terms:**

email address managed by the External Affairs team

*Data collection form* – details required from each complainant (e.g. full name, contact number)

*Site Manager* – Designated decision maker on each project site (e.g. highways site, Dove’s Nest)

*Log* – Complaints log managed by the External Affairs team

*Update meetings* – Regular construction progress meetings

