



Complaints Handling Policy

1. Introduction

This policy applies to all employees. For the purpose of this policy, an “employee” includes:

- permanent employees (including full time and part time);
- fixed-term employees;
- casual employees; temporary agency staff; and
- contractors,

engaged by the BOWE Project and its subsidiaries. It extends to any Nexsphere staff working on BOWE.

The Policy should be read in conjunction with other policies including: the Employee Code of Conduct, the Privacy Policy and the Conflicts of Interest Policy.

2. Complaints

We understand that the public has an expectation of openness and transparency as BOWE develops the BOWE Offshore Wind Energy Project.

However, there may be times where BOWE does not meet our customers, stakeholders or community expectations.

In these circumstances we encourage them to let us know. We are committed to learning from their experiences as it will help us to continually improve the service we deliver.

BOWE has a structured approach to resolving complaints, as outlined below.

3. Send Complaint

If our customers, stakeholders or community are dissatisfied with the actions, decisions or services provided by us or our contractors, they can lodge a complaint with us.

Complaints should be emailed to hello@bassoffshorewindenergy.com.

The complaint should include the following details:

- a) name and contact detail of the person/company complaining;

- b) the nature of the complaint;
- c) details of any steps already taken to resolve the complaint;
- d) details of conversations that may be relevant to your complaint and;
- e) copies of any documentation which may be relevant.

4. Evaluation

We will take note of the information provided to us. This information will be passed on to the appropriate people at BOWE to deal with the complaint.

The staff member handling the complaint must advise the complainant of the name of the contact person for the complaint and when a response can be expected.

We are committed to resolving any complaint within 14 business days.

If the complaint is expected to take longer than 14 days to be resolved, then the staff member handling the matter is required to let the complainant know and advise them of the projected timeline.

5. Response

We will keep in touch with the complainant during the complaints process.

Once we have finalised the complaint, we will advise our findings in writing and any action we have taken.

BOWE

