



CONFLICT RESOLUTION PROCEDURES

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	Name	Role	Signature	Date	Rev
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CONFLICT RESOLUTION PROCEDURES POLICY:

At Copper Coast Renewables, we prioritize maintaining open lines of communication and fostering a culture of transparency, accountability, and respect among all stakeholders, including employees, suppliers, contractors, and clients. Our conflict resolution procedures are designed to provide avenues for addressing and resolving concerns, complaints, or grievances in a timely and fair manner. We are committed to upholding the following principles in managing conflicts:

1. **Accessibility:** We ensure that our conflict resolution processes are easily accessible to all stakeholders. This includes providing multiple channels for reporting conflicts, such as email, phone hotlines, online forms, or in-person meetings, and ensuring that information about these channels is readily available and clearly communicated.
2. **Confidentiality:** We respect the confidentiality of individuals reporting conflicts and handle all information with the utmost discretion and sensitivity. We maintain confidentiality to the extent possible while conducting investigations and addressing grievances, ensuring the privacy and dignity of all parties involved.
3. **Impartiality and Fairness:** We approach conflict resolution with impartiality and fairness, ensuring that all parties are given an opportunity to be heard and that decisions are made based on objective evaluation of the facts and circumstances. We strive to resolve grievances in a transparent and equitable manner, free from bias or favoritism.

4. **Timeliness:** We respond to conflicts promptly and efficiently, acknowledging receipt of complaints and providing regular updates on the status of investigations or resolution efforts. We prioritize timely action to address grievances and minimize any adverse impact on stakeholders.

5. **Accountability:** We hold ourselves accountable for addressing conflicts effectively and implementing appropriate corrective actions or preventive measures as needed. We track and document all grievance-related activities and outcomes to ensure accountability and continuous improvement in our processes and procedures.

6. **Feedback and Follow-up:** We seek feedback from stakeholders on their experiences with the conflict resolution process and use this feedback to improve our systems and practices. We provide follow-up communication to stakeholders to ensure that grievances are resolved satisfactorily and to address any remaining concerns or issues.

By adhering to these principles and maintaining effective conflict resolution procedures, Copper Coast Renewables is committed to promoting a positive and supportive work environment, fostering trust and collaboration among all stakeholders, and ensuring that conflicts are addressed promptly, fairly, and transparently.



Luke Deasy
Managing Director