

Contact Procedure for Complaints and Enquiries



1.0 Purpose

The purpose of this procedure is to define actions to be followed by the Environment Department personnel, External Affairs personnel and the PKSW Switchboard in relation to handling complaints and enquiries. BlueScope security control room at Port Kembla Steelworks manage the switchboard calls after-hours and weekends for the sites within the scope.

2.0 Scope

This procedure relates to all complaints and enquiries received from the community, employees and regulatory bodies for the BlueScope Illawarra sites, Western Port and Western Sydney Service Centre. Complaints and enquiries are received via telephone, letters or emails.

3.0 References

BSL-HSE-S-12-01 HSE Incident Management Procedure

CH.BZ-SEQ-S-12-01.01 Notification of Environment Pollution Incidents – NSW sites

CH.BZ-SEQ-S-12-01.01 Notification of Environment Pollution Incidents – Victorian sites

4.0 Procedure

4.1 SAFETY

Whenever investigating a complaint, ensure that all personal safety, road safety and plant-related safety considerations are adhered to. When attending the residential premises of a community member, the responding SEA must be accompanied by another BlueScope colleague or a BlueScope security officer.

4.2 ENVIRONMENT CONTACT

The Port Kembla Switchboard and BSMS Security receive a forward roster detailing the SEA on-call and their respective contact details. If an SEA is contacted but does not respond, then another SEA shall be contacted from the roster until one answers. This process is to be followed for all incidents and urgent matters.

For incidents that occur at Western Sydney Service Centre, complaints or enquiries, the Western Sydney Service Centre SEA is the primary contact during business hours.

For incidents that occur at Western Port, all internal calls are directed firstly to Western Port Security and Emergency Services (SES), and if environment advice or reporting is required, the call is directed the Western Port SEA or the Port Kembla SEA on-call in their absence.

4.3 RESPONDING TO CONTACT

Complaints and enquiries may be received via telephone, email or letters. The BlueScope contact details are available to the community on the BlueScope in the Illawarra, the Western Sydney Service Centre and Western Port external websites.

- The Switchboard also receive internal reports of environmental pollution incidents; these are forwarded to the SEA on call.
- BlueScope Security (BSMS) have their own internal procedures detailing their required response.
- Steel Direct forward environment complaints to the Senior Environment Advisor on call via the Switchboard, or email and forward all general enquiries to the Environment and Sustainability Manager ASP- via the switchboard or email.

When a complaint or enquiry is received, an assessment is immediately made by the SEA on-call as to whether or not an environmental pollution incident causing or threatening material harm has occurred. If this is suspected, the on-call officer immediately discusses with the Environment and Sustainability Manager ASP to escalate if necessary. The appropriate priority actions in terms of notification, is carried out in accordance with the notification process detailed in CH.BZ-SEQ-S-12-01.01 (for NSW) or CH.BZ-SEQ-S-12-01.01 (for Victoria).

4.3.1 EXTERNAL COMPLAINTS or ENQUIRIES

When an external call is received by the Switchboard, the operator will record the complainants contact details and then explain the process. The call is transferred to the SEA on-call (unless the complainant specifically requests not to speak with them).

The response to the call will vary depending on the type of complaint or enquiry. The *Senior Environment Officer On-call Guidelines MA-ENV-12-01* provides guidance for the SEA on follow-up actions. The complaint or enquiry is logged into the "Complaints" module of MARS by the SEA, and follow-up action to the call is recorded.

When a complaint is received by mail or by the BlueScope Steel Direct "Contact Us" website, it will be forwarded to the SEA on-call via the switchboard or directly from the Steel Direct team. Details of the complaint will be logged within the Complaints module in MARS and forwarded to the appropriate SEA via e-mail.

If the complainant is enquiring about compensation or a legal issue, these are referred onto the External Affairs department.

If the complainant is enquiring about ethics and compliance issues (including Human Rights) these are referred to the Head of Social Impact & Inclusion for evaluation and response.

4.3.2 INTERNAL COMPLAINTS, ENQUIRIES or SELF-REPORTS

When an internal call is received by the Switchboard, the call is immediately transferred through to the SEA on call or Western Port or Western Sydney Service Centre SEA during work hours. Details of any complaints, enquiries or self reports are logged into the complaints module of MARS.

If further action is required from a complaint, the SEA on call will then take appropriate action based on the situation, including one/all of the following:

- Engage with the complainant via telephone, e-mail, or in person.
- Collect samples or conduct an inspection to visually assess the issue.
- Phone the EPA Hotline to undertake a Self-Report
- Determine actual or potential impacts (if requested by the EPA).
- Seek professional legal advice.
- Engage with the External Affairs Department.
- Escalate with the Environment Manager.

Once the appropriate actions have been taken, the SEA on call will update details relating to the complaint within MARS. The SEA should ensure that the complainant has been updated with the outcome or result of the matter. Complaints that have been closed out should be marked accordingly within the system as 'Complete'. The records of any affiliated written communications with any external body i.e. EPA, is to be stored within Documentum and the recorded complaint within MARS.

All complaints, enquiries, or self-reports, both internal and external are responded to within 5 business days. Incident related and urgent enquiries are responded to immediately.

5.0 Definitions

EPA - Environmental Protection Authority

SEA - Senior Environmental Advisor

6.0 Document control

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