

## Stakeholder feedback and grievance policy

Bravus comprises the Adani Group's Australian businesses - Bravus Mining and Resources, the Rugby Run solar farm, Bowen Rail Company, Abbot Point Operations, Carmichael Rail Network and the North Queensland Export Terminal (here within referred to as Bravus businesses). This policy applies to each of those businesses.

This policy outlines our commitment to listening, responding to and managing stakeholder feedback<sup>1</sup> and grievances<sup>2</sup> in a respectful, timely and transparent manner. We value open dialogue with all stakeholders to strengthen relationships; build trust and respect; maintain our social license to operate and improve performance.

Our stakeholders include local and regional community leaders and members; Government representatives; First Nations people; landholders, neighbours and tenants; contractors and suppliers; and non-governmental organisations (NGOs).

Bravus is committed to:

- Providing stakeholders with accessible and appropriate channels to provide feedback and ensuring these are clearly communicated and barrier-free.
- Articulating the process/processes and timing for receiving, reviewing and responding to feedback to ensure transparency.
- Responding to all stakeholder feedback in a timely manner and in line with our Stakeholder Feedback and Grievance procedure.
- Maintaining stakeholder privacy and confidentiality at all times during the process.
- Ensuring feedback is used to improve our practices, performance and relationships and enhance risk management.
- Monitoring corrective actions to successfully resolve issues or address feedback as part of our commitment to continuous improvement and accountability.
- Regularly reviewing the process to address feedback and resolve grievances, including timing for acknowledgement, assessment, engagement, and resolution.

This policy applies to all employees and contractors who have an obligation and responsibility to follow the commitments outlined in this policy and actively contribute to meet the businesses' targets. It complements, but does not replace, our Whistleblower Policy which supports and protects those who identify and report misconduct or harm concerning the businesses activities.

Approved

Samir Vora  
Executive Director and Country Head - Bravus  
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<sup>1</sup> Any comment, suggestion, compliment, or observation by a stakeholder about a company's operations, performance, or engagement. It may be positive, neutral, or negative and is typically used to improve relationships, practices, or outcomes.

<sup>2</sup> A formal complaint or concern raised by a stakeholder who believes they have been negatively impacted by a company's activities, decisions, or behaviour. Grievances require procedural investigation, response, and resolution.