

Complaints Procedure

1. PURPOSE

To define the procedure for receiving, recording and responding to environmental complaints and/or regulator enquiry received by UKRL Ltd relating to its Environmental Management System.

2. SCOPE

All environmental complaints and regulator enquiries received by UKRL that relate to activities arising from its business activities.

3. DEFINITIONS AND ABBREVIATIONS

Standard definitions and abbreviations specific to this procedure are:

Complaint: A verbal or written communication with respect to the adverse environmental impacts of UKRL project-based activities, including noise, nuisance, waste and pollution incidents identified by locals' residents, clients or regulatory bodies.

4. PROCEDURE

4.1 Receiving and Recording of Complaints

Complaints and regulatory enquiries should be reported to the Project Manager and documented on CR-10-007 – Complaints Log through the Admin team.

4.2 Action to be taken in Response to a Complaint

4.2.1 In response to a complaint, remedial action must be promptly identified to the Project Manager. The appropriate actions should be detailed on the CR-10-007 Complaints Log. Information should include – actions to be taken, person(s) responsible, relevant timescales and correspondence with complainant and regulatory bodies involved.

4.2.2 The Project Manager is responsible for ensuring that relevant remedial action is taken and that the Environmental Complaints Record is signed off.

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4.2.3 The completed Environmental Complaints Record should be documented and maintained with the project records and a copy sent to the UKRL Admin team for reporting at the next IMS Management Review.

4.3 Monitoring and Review of Environmental Complaints Received and Actions Taken

4.3.1 A Register of complaints received will be maintained by the UKRL Admin team and updated on a regular basis.

4.3.2 An annual review will be performed with respect to the complaints received against existing control procedures, to assess whether revisions are necessary.

5. COMMUNICATION

5.1.1 At the outset of a project, all senior personnel involved in the project, as well as sub-contractors, will be made aware of the procedure with regard to the handling of complaints that might arise during project based operational activities.

5.1.2 The UKRL Admin team will be kept informed of all complaints received and any subsequent actions performed.

6. DOCUMENTATION AND RECORDS

The following documentation and records will be produced, and copies filed:

- Complaints Form – CR-10-008
- Complaints Log – CR-10-007