



## Complaints Resolution Process

### Phase 1 New Transmission Line to Pickle Lake Project

EA File No.:	03-03-03
EA Reference No.:	13025

## Wataynikaneyap Power Complaints Resolution Process

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<b>Step 1: Receipt of a Complaint</b>		
<p style="text-align: center; margin: 0;"><u>External Parties</u></p> <ul style="list-style-type: none"> <li>Complaint is received verbally or in writing.</li> </ul>	<p style="text-align: center; margin: 0;"><u>Contractor</u></p> <ul style="list-style-type: none"> <li>Complainant is encouraged to submit complaint through formal channels.</li> <li>Actual or potential environmental incidents are notified to WPLP's Environmental Manager.</li> </ul>	<p style="text-align: center; margin: 0;"><u>WPLP</u></p> <ul style="list-style-type: none"> <li>Complaint is filed in PM StakeTracker.</li> </ul>

Each complaint is assigned a unique identifier (e.g., WPLP[YEAR]-###).

The following information will be documented:

- Complainant name and contact information
- Date
- Method of communication
- Description of complaint

Additional information to be included:

- Priority level
- Person in charge
- Official response and date
- Resolution Status (i.e., Ongoing, Incomplete, Complete)
- Recommended follow-up actions

<b>Step 2: Acknowledgement of a Complaint</b>		
<p style="text-align: center; margin: 0;"><u>External Parties</u></p> <ul style="list-style-type: none"> <li>Not applicable.</li> </ul>	<p style="text-align: center; margin: 0;"><u>Contractor</u></p> <ul style="list-style-type: none"> <li>Not applicable.</li> </ul>	<p style="text-align: center; margin: 0;"><u>WPLP</u></p> <ul style="list-style-type: none"> <li>WPLP acknowledges the complaint by phone, email or letter.               <ul style="list-style-type: none"> <li>– Within 48 hours for an environmental incident.</li> <li>– Within 3 business days for all other complaints.</li> </ul> </li> </ul>

<b>Step 3: Assign Complaint for Resolution</b>		
<p><b><u>External Parties</u></b></p> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	<p><b><u>Contractor</u></b></p> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	<p><b><u>WPLP</u></b></p> <ul style="list-style-type: none"> <li>• WPLP assigns responsibility for addressing the complaint and determines priority.               <ul style="list-style-type: none"> <li>– Low, can be addressed by WPLP.</li> <li>– Medium, requires input from other team members.</li> <li>– High, requires input / review by WPLP PM / Leadership or third party.</li> </ul> </li> </ul>

<b>Step 4: Develop Response</b>		
<p><b><u>External Parties</u></b></p> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	<p><b><u>Contractor</u></b></p> <ul style="list-style-type: none"> <li>• Contractor supports by providing necessary information.</li> </ul>	<p><b><u>WPLP</u></b></p> <ul style="list-style-type: none"> <li>• WPLP manages response development and follows up with individual assigned in Step 3.</li> </ul>

<b>Step 5: Communicate Official Response</b>		
<p><b><u>External Parties</u></b></p> <ul style="list-style-type: none"> <li>• Complainant acknowledges receipt and confirms acceptance and agreement with response.</li> <li>• If Complainant is not satisfied with the response, WPLP clarifies and returns to Step 1 to document and address.</li> </ul>	<p><b><u>Contractor</u></b></p> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	<p><b><u>WPLP</u></b></p> <ul style="list-style-type: none"> <li>• WPLP provides official response to Complainant in writing, within 7 to 14 business days.               <ul style="list-style-type: none"> <li>– If a response cannot be provided within this timeframe, an update and timeline to the Complainant.</li> </ul> </li> <li>• For anonymously submitted complaints, relevant information will be shared in standard communication tools (newsletters).</li> </ul>

<b>Step 6: File Official Response</b>		
<p><b><u>External Parties</u></b></p> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	<p><b><u>Contractor</u></b></p> <ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>	<p><b><u>WPLP</u></b></p> <ul style="list-style-type: none"> <li>• WPLP files official response in StakeTracker.</li> <li>• WPLP notifies the MECP Thunder Bay District Manager of any environmental related incidents.</li> </ul>