

**The Golden Beach gas project presents an opportunity to bring local, conventional gas to market while putting in place valuable infrastructure that will support Australia's long-term renewable energy goals.**

**GB Energy values feedback from stakeholders and landholders as it strives to continually improve its activities.**



## Enquiries, feedback and complaints

### GB Energy values feedback

GB Energy values feedback as it strives to continually improve its activities.

Enquiries, feedback and complaints regarding the Golden Beach gas project can be made:

- Directly to a project representative
- At the GB Energy website: [www.gbenergy.com.au](http://www.gbenergy.com.au)
- By calling the toll-free project contact phone number (available 24 hours a day, 7 days a week) on 1800 423 637.

When an enquiry, feedback or complaint is made, the details are recorded and a project representative will review the matter.

When a response is required, a project representative will advise of the outcome and the reasons in a timely manner.

GB Energy is committed to managing personal information in compliance with applicable laws. If we collect personal information from you, we will handle that information in line with the *Commonwealth Privacy Act 1988* and our Privacy Policy for the Golden Beach gas project.

The full Privacy Policy is available at our website: [www.gbenergy.com.au](http://www.gbenergy.com.au)

### How complaints are managed

GB Energy will strive to understand any concerns about the project, and will work to identify ways of addressing those concerns.

The complaints resolution process for the project will aim to:

- Resolve complaints with the project in a timely manner
- Apply learning from a complaint to reduce the likelihood of similar complaints as the project progresses.

GB Energy is committed to ensuring that issues raised by stakeholders and landholders are resolved in a timely fashion.

It is expected a Community Relations Representative or a Land Liaison Officer will be able to answer or resolve most issues.

If an issue cannot be resolved, it will be referred to the project manager.

If a dispute cannot be resolved, then a mediator or arbitrator may be used to assist in such resolution.

The project provides a dedicated 24 hour a day, 7 day a week freecall number to handle any complaints: 1800 423 637.

### About GB Energy

GB Energy is an independent Australian energy company that acquired the Golden Beach gas field, held under Retention Lease VIC/ RL1(V), in May 2018. The gas field was discovered in 1967 but has yet to be developed despite its location in one of Australia's oldest and most prolific gas-producing regions, the Gippsland Basin.

The primary objective of GB Energy is the development of the Golden Beach gas field, which will provide a new source of natural gas for an energy market that is expected to experience ongoing supply shortages.

Longer term, GB Energy intends to use the development for storage of natural gas. This involves converting the wells and infrastructure for gas injection in times of low demand, and gas withdrawal in times of high demand.

### The Golden Beach gas project

The Golden Beach gas project involves the appraisal and subsequent development of the Golden Beach gas field.

The field is situated in Victorian state waters, 3 kilometres from the shoreline between the towns of Golden Beach and Glomar Beach, off the Ninety Mile Beach.

The development would likely consist of drilling two offshore wells that would supply natural gas to the Gippsland region of Victoria.

### For further information

You can find more information about GB Energy and the Golden Beach gas project by visiting our website: [www.gbenergy.com.au](http://www.gbenergy.com.au)

Please contact us:

Email: [info@gbenergy.com.au](mailto:info@gbenergy.com.au)

Phone: 1800 423 637