



Community Feedback & Grievance Policy

Summary

In keeping with its commitment to maintaining the highest standards of professional and ethical conduct in all activities, **Bedrock-Service** has adopted this Community Feedback & Grievance Policy to establish a process for receiving, reviewing, and resolving community concerns, complaints, and grievances related to the Project.

PURPOSE

Bedrock-Service (“Bedrock-Service” or “the Company”) is committed to acting honestly, transparently, and responsibly. In developing and operating the Project, we seek to minimize impacts and protect the interests of our community stakeholders.

Accordingly, Bedrock-Service’s Community Feedback and Grievance Mechanism is accessible to all stakeholders and is intended to address, record, and resolve stakeholder concerns, complaints, and grievances in a transparent and predictable manner. The Mechanism follows five core steps:

1. publicizing the process and supporting accessibility for stakeholders;
2. receiving, registering, and acknowledging feedback and grievances while respecting confidentiality;
3. reviewing and investigating concerns, complaints, and grievances with the support of external input and qualified personnel;
4. developing resolution options and responding to, or closing out, concerns, complaints, and grievances received; and
5. monitoring and evaluating outcomes as part of our continuous improvement process.

This process is designed to be legitimate, accessible, predictable, and equitable.

The Community Feedback and Grievance Mechanism is intended to support impact mitigation and stakeholder relations, and to provide ongoing input and awareness regarding potential community concerns, complaints, and grievances. Bedrock-Service actively encourages use of the Mechanism as a means of identifying and addressing potential impacts and stakeholder concerns.

As a core element of Bedrock-Service’s governance and social commitment policies, the Company has adopted a requirement to establish and maintain a community feedback and grievance resolution mechanism. The Mechanism is designed around engagement, dialogue, and continuous improvement, and is intended to enhance transparency, encourage dialogue and resolution, improve Company performance, provide predictable and equitable access to conflict resolution, and protect human rights as outlined in UN Guiding Principles 29 and 31 on Business and Human Rights.

The following Community Feedback and Grievance Mechanism plan outlines the process for receiving, processing, and resolving community concerns, complaints, and grievances

related to the Project. Where requested, stakeholder confidentiality will be maintained, and external support may be provided to stakeholders where appropriate.

OBJECTIVE

The objective of the Community Feedback and Grievance Mechanism is to:

- ensure that the feedback and grievance procedure is communicated clearly and remains easily accessible as a tool for continuous improvement;
- formalize the process for responding to community concerns, complaints, and grievances;
- provide a straightforward and timely response to stakeholder concerns, complaints, and grievances;
- seek to resolve stakeholder concerns, complaints, and grievances effectively and transparently;
- involve local stakeholders, where appropriate, in the resolution of concerns, complaints, and grievances through dialogue; and
- provide management with feedback regarding emerging social risks.

SCOPE

This Mechanism applies to all areas of Bedrock-Service's work and all of its activities where community members or the environment may be affected, including the local community, employees, contractor personnel, local suppliers, and other local stakeholders.

CONCERN, COMPLAINT, and GRIEVANCE

Community concerns, complaints, and grievances are defined as follows. In general, only reported grievances will be processed through the Grievance Mechanism, while concerns and complaints may also warrant investigation and a direct response to the stakeholder.

| Concern | Complaint | Grievance |
|--|--|--|
| Statement of: • A worry or preoccupation that something is happening, or could happen • Logged by a specific individual or group of individuals Stakeholder(s) expects that the Company will take note of the issue and provide feedback. | Statement of: • A matter generally not connected to a specific time or event • Logged by a specific individual or group of individuals Stakeholder(s) expects that the Company will address the issue and provide feedback. | Allegation of: • Specific harm or impact • Logged by a specific individual or group of individuals • Something with a timeline Stakeholder(s) expects the Company to take action to resolve the specific harm or impact. |

| Concern | Complaint | Grievance |
|---|--|--|
| <p>Example</p> <ul style="list-style-type: none"> • “I’m worried that there are too many unemployed youth” • “All these trucks coming through town could cause an accident” | <p>Example</p> <ul style="list-style-type: none"> • “It’s too dusty.” • “We are worried about emissions from the trucks contributing to smog in the area.” • “The community feels you are not transparent.” • “You’re not hiring enough locals.” | <p>Example</p> <ul style="list-style-type: none"> • “My garden died because of dust from the mine.” • “Last night I couldn’t sleep because of the noise.” • “Your truck killed my cow yesterday.” |

PROCEDURE

1. **Communications & Transparency:** Bedrock-Service will communicate with stakeholders regarding the Community Feedback and Grievance Mechanism.
2. **Receive:** Once received through a Community Feedback & Grievance Form, a concern, complaint, or grievance will be entered into the Community Feedback and Grievance Tracking System.
3. **Acknowledge, Assess, & Assign:** Bedrock-Service will assess the reported matter to determine the appropriate level of impact. All matters will be reported to the Grievance Committee, and the internal team will be assigned. The assessment will be recorded in the Community Feedback and Grievance Tracking System, and the stakeholder will receive a formal acknowledgement of receipt.
4. **Investigate:** Bedrock-Service will investigate the matter and gather additional information as needed. The assigned response level may be adjusted upward or downward during this phase based on information obtained through the investigation.
5. **Respond:** Bedrock-Service will provide a response to the stakeholder, including, where appropriate, the proposed remedy and the actions the Company intends to take to address the matter.
6. **Resolve:** If the stakeholder requests additional response supported by a basis for further review, Bedrock-Service will engage in additional dialogue, investigation, or mitigation measures, as appropriate, in an effort to reach resolution.
7. **Report Results:** Bedrock-Service will document each reported case from start to finish. Monthly reporting will be provided to the VP of External Affairs and Mine Manager, and quarterly reporting will be provided to the Governance Committee of the Board of Directors and the Stibnite Advisory Council.
8. **Review:** Bedrock-Service will review the process and outcomes annually to assess reported incidents, including classification and trends, and to evaluate measures to mitigate risk and comply with the grievance mechanism process.

CONTACT

Bedrock-Service has established multiple avenues for receiving community feedback and concerns, including a central email address, an online portal, and a physical address. Please use one of the following options to submit a stakeholder concern under this policy:

- **Email:** info@bedrock-service.com
- **Online quick contact form:** <https://bedrock-service.com/contact-us/>