

COMMUNITY FEEDBACK STANDARD

PURPOSE

This Standard sets the minimum requirements to adequately manage and report on community feedback and grievances relating to our business activities. Fulfilling these requirements should provide a fair, accessible, effective and timely mechanism for tracking and resolving feedback and grievances pertaining to our operations.

1. Planning, Design, Implementation

- 1.1. Sites shall develop a procedure to register and record a grievance, acknowledge receipt, set a reasonable time frame to investigate and resolve the grievance.
- 1.2. The procedure will outline a process for categorizing and assigning ownership of grievances.
- 1.3. Intake for grievances must be accessible through sufficient communication methods to ensure the format does not preclude participation.
- 1.4. The procedure must outline a process for a multi-tiered escalation of the grievance if necessary, with ultimate responsibility resting with an appropriate member of senior management.
- 1.5. Grievances must be logged, assigned, and processed using a consistent methodology. All activities must be documented in an electronic and accessible format.
- 1.6. Sites shall ensure appropriate and routine communication to a complainant to inform the complainant of the status of the review of the grievance. Formal meetings and communications shall be documented, including a process where meeting minutes are shared with the attendees. Sites will ensure there is a process for formal records of submitted grievances to be made available to complainants. Sites will seek confirmation from the complainant regarding closure and resolution of complaint and will note the complainant's response in the record.
- 1.7. Sites shall ensure that stakeholders are informed and, when necessary, trained on how to utilize the complaint and grievance mechanisms.
- 1.8. Sites will consult with Indigenous communities, where relevant, on measures to make procedures culturally-appropriate for Indigenous community concerns.

2. Performance Monitoring

- 2.1. Sites will monitor and evaluate how the mechanism is functioning, including keeping track of grievances received, those resolved or left outstanding.
- 2.2. Senior management will review the procedure annually for effectiveness and results achieved to ensure continuous improvement.