



## GRIEVANCE MECHANISM

Mangan Chvaletice s.r.o. ("Mangan") has a grievance procedure that sets out the process of receiving grievances from external stakeholders and is coordinated and managed by the Office and Communications Manager at Mangan.

Steps	Description
1. Submission of grievances	<p>Grievances can be submitted in one of the following ways:</p> <ul style="list-style-type: none"> <li>During meetings that Mangan holds in the local community;</li> <li>Through the local public consultative forums in the affected areas;</li> <li>During formal and informal meetings with complainant and representative from Mangan;</li> <li>By mail to Mangan at: U Kulturniho domu 158, 533 12 Chvaletice, Czech Republic</li> <li>Direct email to Marketa Sulova, Office and Communications Manager to <a href="mailto:msulova@mn25.cz">msulova@mn25.cz</a></li> <li>By phone to <a href="tel:00420727808926">00420 727 808 926</a></li> </ul>
2. Grievances recording	The recording of grievances is done within 72 hours of receipt by the Mangan Office and Communications Manager.
3. Providing an initial response	<p>The Office and Communications Manager will provide an initial response which:</p> <ul style="list-style-type: none"> <li>Communicates the eligibility for consideration of the grievance;</li> <li>Describes the grievance process steps and estimated timelines for resolution; and</li> <li>Contacts the responsible person/department at Mangan for taking next steps and implementation deadlines.</li> </ul>
4. Grievance review	<p>A received grievance shall be reviewed by:</p> <ul style="list-style-type: none"> <li>Office and Communications Manager;</li> <li>The manager to whose area of expertise is referred to in the grievance;</li> <li>Managing Director of Mangan, if deemed necessary</li> </ul>

<p>5. Investigation of the grievance to identify what occurred, and the cause(s)</p>	<p>The respective manager will acquaint themselves with the grievance, identify the grounds for the grievance, and undertake all necessary actions for finding the cause.</p> <p>In some cases, there may be consideration for involvement of a third party, including trusted community members or neutral third parties.</p>
<p>6. Response to the complainant</p>	<p>Response shall be discussed and agreed to internally by Mangan management.</p> <p>The Office and Communications Manager shall give the prepared response to the complainant detailing:</p> <ul style="list-style-type: none"> <li>• Process since grievance received;</li> <li>• Presenting results of the investigation;</li> <li>• Presenting the proposed resolution;</li> <li>• Seek feedback from the aggrieved party</li> </ul>
<p>7. Closure / Solution of the grievance</p>	<p>The Office and Communications Manager will close out and sign off on the grievance process, resolution, and corrective actions. Actions will be taken by Mangan as deemed appropriate to remedy any identified areas to improve.</p>
<p>8. Documentation control</p>	<p>The Office and Communications Manager is the main contact for replying to the sender of all received grievances.</p> <p>All received grievances, as well as follow-up answers and solutions shall be registered and documented by the Office and Communications Manager.</p>