



O3 Mining

We want to hear from the community

At **O3 Mining**, all concerns, questions or complaints are handled diligently and are considered as public input with the aim of continuous improvement.

O3 Mining has put in place a process for handling requests and reports to ensure that best practices and corrective solutions are implemented as quickly and transparently as possible for both the person making the report and the community.



**REQUESTS
AND REPORTS
RESOLUTION POLICY**



Submitting requests, reports, and concerns

Three ways to share comments, concerns, complaints or questions:

- **By phone** : 819-355-1837
- **Online form** : www.marban-alliance.com/reporting
- **Email** : esg@o3mining.com

Requests received during business hours
from 8:00 a.m. to 5:00 p.m., Monday to Friday :

→ Will be handled the same day.

Requests received outside of business hours :

→ Will be handled the next business day.



Assessment of the situation with the appropriate team

During the two business days following the report, the manager and the relevant team must :

If necessary, **take immediate corrective action** and ensure preventive measures have been put in place, if possible.

Document and investigate the reported information.



Feedback within three business days following report

The person in charge of the report will call you back to **inform you of the state of the situation**, the **measures** that will be put in place and the **deadline for implementation** of the corrective measures.

Resolution :

We will call you to inform you that the **corrective measures have been taken**.

Systematic satisfaction questionnaire : you are invited to answer a few questions concerning your level of satisfaction with the way your call or report was handled.



O3 Mining Continuous Improvement Process

Monthly report to management team on all reports and calls received.

Integration of preventive measures into **continuous improvement processes**.

Share all complaints with the appropriate municipalities and the Ministère de l'environnement (MELCCFP).