

## MINEXX Platform Grievance Mechanism

### For Mineral Operators

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*Version: February 2023*

#### A. Brief

Any member of the public, Minexx Platform Staff, operators' employees, whistle-blower, can use the following channels: [www.minexx.co/grievances](http://www.minexx.co/grievances) or +44 7962 131843 (for quick calls/chats on social media: WhatsApp, Twitter, LinkedIn, Facebook) to

- report any negative complaints,
- send us suggestions,
- advice,
- other

A hotline number will be provided soon

#### B. How it works

Meaning of Grievance Mechanism	An opportunity given to any member of the public to report any breach of mining laws from along the supply chain; so that
What happens when a grievance is reported	It is immediately and impartiality investigated and transfer the matter to relevant authorities and actors to solve the problem
How to use the grievance form	<ul style="list-style-type: none"> <li>- Minexx Platform and concerned minerals operators widely disseminate this grievance mechanism to popular public places</li> <li>- Member of public provides detailed description of via provided channels</li> <li>- Relevant actors from government, security organs, justice, civil society groups are involved in solving the problem</li> </ul>
How long it takes to solve the complaint?	The nature of the complaints determine how long it would take to be solved
Examples of cases to report	<ul style="list-style-type: none"> <li>- Legitimacy of the mineral operator</li> <li>- Cases of human rights abuses and workers conditions</li> <li>- Unsafe working conditions</li> <li>- Cases of breach of regulations of companies/business entities: bribery, corruption, non-payment of taxes</li> <li>- Cases of mineral traceability</li> </ul>



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	<ul style="list-style-type: none"><li>- Environment destruction</li><li>- Community issues: CSR,</li><li>- Compromised security of the community Security by the operators</li><li>- Destruction of community or private properties</li><li>- Any disturbance</li><li>- Other</li></ul>
Attitude of Minexx Platform	<ul style="list-style-type: none"><li>- The identity and security of the whistle-blower is strictly kept confidential</li><li>- The received alert is reviewed and processed by designated Staff of Minexx Platform Only</li><li>- The report is anonymously sent to relevant actors</li></ul>

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**Minexx Limited**

Dominique Kayigire

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Minexx Platform Stamp

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**Operator Name**

Name of the person in charge

..... /..... /2023

Stamp of the entity