
Osino Stakeholder Grievance Mechanism

This document and grievance form can be found at: <https://osinoresources.com/contact/>

1. Purpose of this document?

This document describes Osino's procedure for managing external stakeholder grievances.

2. What is a grievance?

A grievance can be a complaint, an issue, an incident, a dissatisfaction, a concern or a perceived or actual injustice relating to Osino, its contractors or its activities which an individual or group would like the company to address.

3. Who is an Osino stakeholder?

This could be someone who has an *interest in* or is *affected by* Osino's activities and operations, and could include affected landowners, neighbours, local community women, men and youth, local and national government, environmental and community non-governmental organisations (NGOs) and community based organisations (CBOs), local businesses, rights-holders or organisations authorised or known to act on behalf of affected stakeholders, for example social and environmental NGOs and local development projects.

4. Why does Osino have a grievance mechanism?

Osino recognises that long-term sustainability is dependent on good relations with all stakeholders, particularly its host communities. We anticipate that on-going consultations and dialogues with stakeholders will help to identify and solve most problems and concerns before or as they arise. However, Osino has also set up this formal channel for registering concerns and grievances.

Our aim is to provide stakeholders with an effective means to raise and resolve complaints and grievances in relation to the company or its activities, and to seek resolution of such issues. This will not prevent stakeholders from seeking remedies through the court of law or other means.

We aim for our grievance mechanism to treat all people equally and to be accessible, equitable, transparent, accountable, culturally sensitive, respectful of human rights, confidential (where desired) and at no cost to the stakeholder. Further, it is our hope that this mechanism is a source of continuous learning and contributes to stakeholder engagement and dialogue.

We believe that where possible, grievances should be resolved through discussion and facilitation. The company's goal is always to seek 'win-win' solutions to any issues that arise.

5. How and where can you lodge a grievance?

A person, or their representative, can lodge a grievance with Maria Kambazembi at Osino using the form attached below and submit it using one of the following channels:

- a. **Email:** grievance@osinoresources.com
- b. **Phone:** +264 (61) 246 533
- c. **WhatsApp:** send a good-quality photo of the completed form to +264 81 375 3428
- d. **By hand delivery:**
 - Osino Gold Exploration and Mining (Ltd) Pty, 13 Feld Street, Windhoek, or
 - Osino Gold Exploration and Mining (Ltd) Pty, Nywerheid Street, erf 334, Omaruru
- e. **Post:** Osino Gold Exploration and Mining (Ltd) Pty, P.O. Box 3489, Windhoek, Namibia. (Note that the Namibian postal service is not always reliable).
- f. **Via an employee:** give the form to an Osino employee or give the employee your full name, contact details and the nature and date of your complaint. Your message will be passed on to Maria Kambazembi, who will get in touch with you to record the grievance.

6. Will my grievance be kept confidential?

Yes, Osino will not give your personal details to any third party. However, we may need to know who you are so we can better investigate and resolve the grievance. If a grievance involves a specific employee or contractor, personal details of the stakeholder lodging the grievance will not be released without prior permission. You may also choose to remain anonymous, but we suggest you appoint a third party to make communications and resolving the grievance easier.

7. What is the grievance process?

The steps and diagram below describe in more detail how a grievance can be lodged and the process that is then used to resolve the grievance.

Step 1: Lodging a grievance

A stakeholder lodges a complaint or grievance by submitting the form below or by giving their contact details to an Osino employee with a request that they be contacted by the responsible person at Osino so they can lodge their complaint.

Step 2: Grievance received and assigned

When a grievance is received, it is first captured in Osino's grievance database, then it is screened and then an Osino manager is assigned to investigate the grievance. Stakeholders will receive confirmation that their grievance was received, typically within three working days.

Step 3: Grievance investigation

The manager assigned to the grievance will decide who and how the issue should be investigated, which should at the latest begin by day seven of receiving the grievance. The findings will be used to assess the grievance and identify possible actions to resolve the grievance; these will be discussed at the appropriate management level. Osino commits to responding to all grievances as quickly as possible.

Step 4: Stakeholder engagement

The relevant manager will nominate the most appropriate staff member to engage with the stakeholder. We believe that most grievances can be resolved through listening, discussions and identifying mutually acceptable resolutions with stakeholders.

In some cases, where a mutually acceptable resolution cannot be found, a more senior Osino manager or a neutral, well-respected third party, acceptable to both parties, will be engaged to facilitate, mediate, or arbitrate a resolution. Osino’s grievance process does not prevent a stakeholder from using judicial or other non-judicial grievance mechanisms.

Step 5: Grievance resolution

Once Osino has reviewed the grievance with the stakeholder/s, appropriate actions, timing and outcomes to address the complaint or grievance are agreed in writing. Work commences to implement the agreed-upon actions. Should there be no agreement or resolution, the parties continue to discuss and search for mutually acceptable solutions.

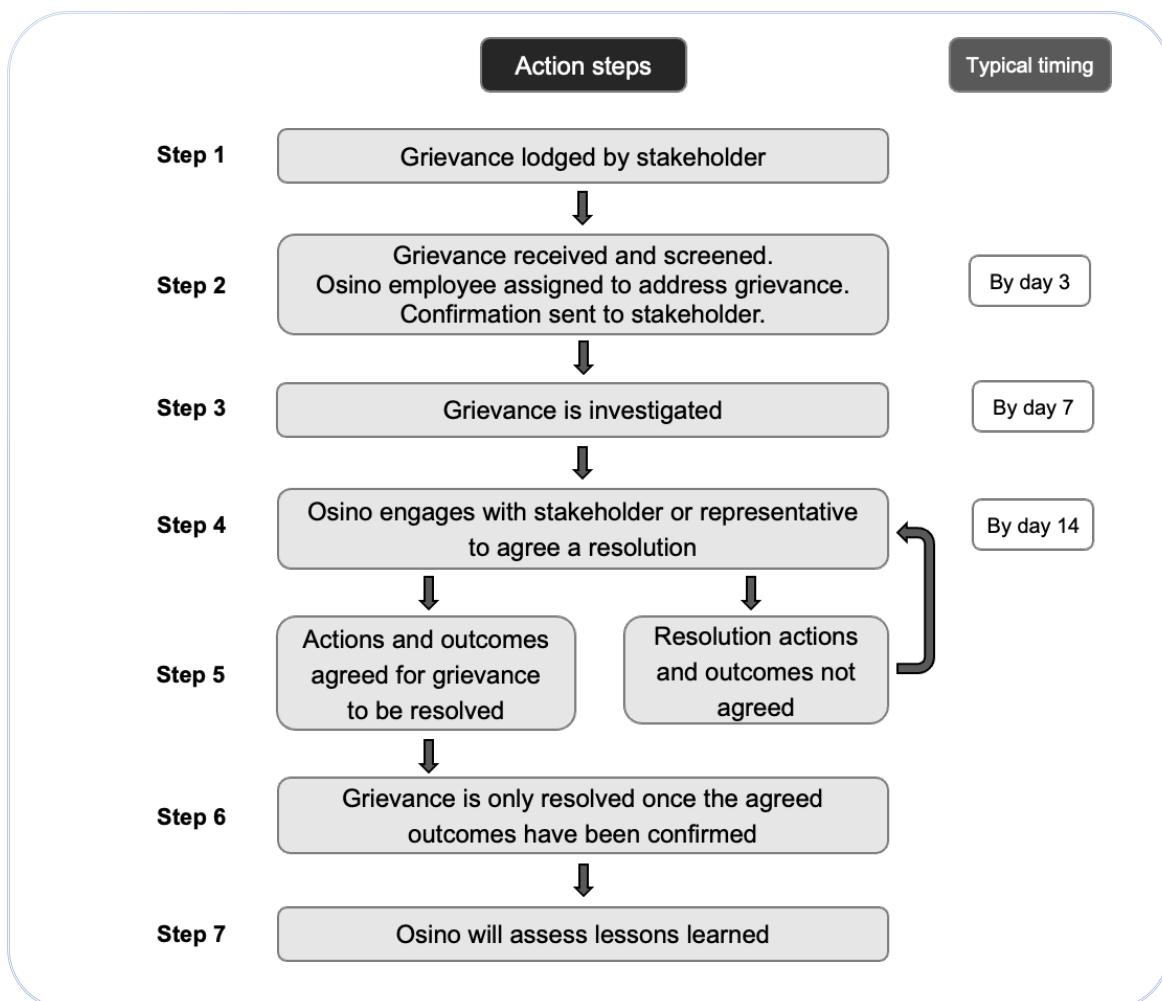
Step 6: Follow-up and closure

Following the resolution of the grievance, Osino will follow up and obtain evidence that any agreed upon actions did in fact take place and that the outcomes were satisfactory. The grievance is only marked as resolved when the complainant is satisfied with the outcome.

Step 7: Lessons learnt

Osino is committed to an excellent track record in handling and resolving grievances. Monitoring and reporting grievances will identify trends and recurring problems and will assist the company to learn to better avoid, reduce and more quickly resolve future problems.

The grievance process



Submit a stakeholder grievance using this form

Print this pdf form and complete it, or simply type into the form, save it and then forward it to us.

Name: You can remain anonymous if you prefer, or you can request for your identity not to be disclosed to third parties without your consent.	First name:
	Family name:
	<input type="checkbox"/> I wish to remain anonymous
	<input type="checkbox"/> I do not want Osino to disclose my identity without consent
Contact information: Please mark how you wish to be contacted (by telephone, WhatsApp, email, post or via another person).	<input type="checkbox"/> Cell phone or telephone:
	<input type="checkbox"/> Email:
	<input type="checkbox"/> Post:
	<input type="checkbox"/> Third party (provide name and contact details):
Preferred language:	
Date:	<input type="checkbox"/> One time incident/grievance date:
	<input type="checkbox"/> Happened more than once (how many times?)
	<input type="checkbox"/> On-going (currently experiencing problem)
Description: <ul style="list-style-type: none"> • What happened? • To the best of your knowledge, what caused the incident to take place? • Where did it happen? • Who or what has been affected by this incident? • What is the result of the incident? 	If you need more space, please attach additional pages.

Resolving the issue: What are your suggestions for how to resolve the issue?	

Signature: _____

Date:

Please submit this form to Maria Kambazembi via:

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