



## Community Feedback Management Process

### *How to submit feedback*

Chalice aims to manage the impact of our operations through the continued consideration of the social and business interests of the local community. We encourage the local community to make us aware of any possible impacts or concerns they may have regarding Chalice's procedures or activities so we can work towards an amicable resolution.

When a community member contacts Chalice with feedback or in relation to a complaint, a procedure for resolution commences immediately. In such circumstance the following steps are taken to resolve the matter:

1. Details logged in Community Feedback Register and directed to appropriate Chalice team member;
2. Issue response to community member (within 72 hours unless urgent);
3. Internal communication to ensure relevant changes are actioned;
4. If resolution with community member not reached, elevate matter to dispute status;
5. Meeting arranged with community member and most appropriate senior manager to discuss matter;
6. If resolution with community member still not reached, identify and appoint a third-party mediator;
7. Attend mediation to attempt to resolve grievance;
8. An unresolved dispute may be referred to the Mining Warden under Section 97(1) of the MRSD Act.

For more information: Code of Practice for Mineral Exploration, Part C – 3.  
[www.earthresources.vic.gov.au](http://www.earthresources.vic.gov.au)

Further information for the Landholder can also be found at Earth Resources:  
<https://earthresources.vic.gov.au/community-and-land-use/landholder-information>

The Mining Warden provides a dispute resolution service for landholders and explorers:  
[www.miningwarden.vic.gov.au](http://www.miningwarden.vic.gov.au)

**Feedback can be sent directly to Chalice through any of the following contact channels:**

<b>Via Post:</b>	GPO Box 2890, Perth, Western Australia 6001
<b>Telephone:</b>	+61 08 9322 3960
<b>Fax:</b>	+61 08 9322 5800
<b>Email:</b>	<a href="mailto:info@chalicemining.com">info@chalicemining.com</a>
<b>In Person:</b>	Level 2, 1292 Hay Street, West Perth, Western Australia 6005 OR onsite with relevant Chalice field personnel.