

Barrick Hemlo
Policy and Procedures Manual

Subject: Grievance & Resolution Procedure	Policy #: 2	Document Owner: Community Relations
Document Users: All Employee's Identified	Effective Date: February 1st, 2012	Person Responsible For Keeping Document Current: Roger Souckey

PURPOSE

The purpose of this procedure is to define the generic process (identification, tracking and redress) to manage complaints/grievances from communities and other local stakeholders in a systematic and transparent manner in order to promote mutual confidence and trust.

SCOPE

Barrick – Hemlo is categorized as a level – 1 low risk site with respect to Barrick operations.

- Complaint / Grievance forms can be picked up at Williams Security, or go to www.barrick.com to the Barrick – Hemlo site and you will be able to print the form off from there, or call the local number 1-855-608 -1599 and leave a message detailing your concern or feedback for Barrick. If you would like a follow up response to your message, please be sure to leave your name and phone number or email address.
- You may also submit your feedback to us via email to hemlocommunity@barrick.com
- The Barrick – Hemlo site Community Relations lead will be responsible to receive and manage all grievances that are brought forward. It will be the responsibility of this individual as well to check the phone for any called in grievances and the email address.
- A response to grievances / complaints will be in letter format within 20 business days.
- The tracking of all grievances / complaints will be within the communication module of the Community Relations Management system housed in InteleX.

The following process will be followed in trying to address grievances that come forward:

First Order Mechanism when complaints/grievances can be resolved directly between the site and the complainant. The Grievance Committee which will consist of site Community Relations Lead, Environmental Superintendent, Safety & Health Superintendent, (in collaboration with the relevant department) through a process of direct and/or mediated dialogue will meet to resolve and respond to the complaint / grievance.

Second Order Mechanisms when the complaint/grievance cannot be resolved directly between the site Grievance committee and the complainant. The Site General Manager along with the Grievance committee will then be involved in the grievance process of direct and /or mediated dialogue and look to address and respond to the complaint /grievance.

Third Order Mechanisms when complaints/grievances cannot be resolved a 3rd party mediator or the formal Judicial System will be implemented based on parties coming to consensus on the process moving forward.

NOTE: This grievance mechanism is focused on communities and other stakeholders and does not incorporate employee –related grievances, which should be addressed through other channels.

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Complaint/Grievance Form

These are to be entered and tracked in the intelex system.

Details

Name of Complainant:	
Complainant's contact address:	
Phone Number:	
Email:	
Site/Community:	
Complaint received by (Barrick employee):	
Date Received:	
Details of Complaint/Grievance:	
Department:	<input type="checkbox"/> Community Relations
	<input type="checkbox"/> Environment
	<input type="checkbox"/> Safety / Security
	<input type="checkbox"/> Human Resources
	<input type="checkbox"/> Supply Chain

Follow Up Action/Review

Action:	
Action taken by: (Name and Department)	
Results:	
Date Action/Review Completed:	
Name of CR Staff involved: (send to community@barrick.com)	

*Attach copies of meeting notes or any other documentation to this form for company record and forward copies of all documentation to hemlocommunity@barrick.com to be compiled in a monthly report.