

# Our Approach to Community Feedback

Kings Mountain Mine

May 2024



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## 1. INTRODUCTION

Your feedback is important to us. Working in close partnership with our communities and customers, it is our priority that we hear your voices and receive and respond to your feedback in a timely manner. Albemarle's community relations and indigenous peoples policy re-enforces the company's commitment to the health, safety, environmental protection, and respect for human rights.

Albemarle has a feedback process that is open to all, whether you are a community member, an employee, a contractor, or have an interest in the project. Albemarle has multiple avenues for you to provide feedback, ask questions, request information or raise complaints so that you can contact us in the way that works best for you, and for Albemarle to provide a response and take follow-up actions if required.

The Albemarle community relations team is responsible for receiving and reviewing all feedback. They will reach out via your preferred method of contact within **two business days** to confirm receipt of feedback and provide an appropriate response. If feedback is determined to be a complaint, it will follow the complaints procedure (see below) to seek resolution.

## 2. PROVIDE YOUR FEEDBACK

We offer several ways to submit your feedback, including options where feedback can be submitted anonymously. If you wish to receive a response from us, you can provide a method for us to contact you that does not identify you directly.

- Email [kmcommunity@albemarle.com](mailto:kmcommunity@albemarle.com);
- Online <https://albemarlekingsmountain.com/contact-us>;
- Albemarle Kings Mountain Mine Project Community Hotline: 704-734-2775;
- In-person at the Albemarle Project Center or Project site offices;

Albemarle has an integrity hotline to facilitate anonymous reporting:

- Email: [Integrity@albemarle.com](mailto:Integrity@albemarle.com);
- Integrity Helpline: 1-888-407-4772.

In addition to the above, you can provide feedback (including complaints) at any time to Albemarle employees.

**In the case of an emergency where law enforcement, firefighters, or medical attention is needed immediately, please call 9-1-1.**

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### 3. COMPLAINTS PROCEDURE

When feedback contains a potential complaint, we will use our complaints procedure to systematically seek resolution. Our complaints procedure provides for a collaborative and considerate process to resolve complaints but does not impede your access to judicial or other forms of resolution. At any time, you may freely decide to pursue other forms of remedy, including legal action or arbitration, in relation to your complaint.

#### **Step 1: Receive and Register**

- Your feedback will be registered in our system so that we can track progress and response.

#### **Step 2: Acknowledge**

- After your concern is registered, we will reach out via your preferred method of contact within **two business days** to let you know that we have received it and are reviewing it to determine an appropriate response. At this stage, we may ask you for additional information to help us develop a response.

#### **Step 3: Assess and Investigate**

- We will review your complaint to determine a response, and where appropriate, take further action to address the complaint. This may include further investigation to understand the cause of the complaint, and what action is required to resolve it, or prevent a similar incident from occurring again.
- This might take some time, but we will stay in touch and keep you updated on the process, next steps and anticipated timeframes.
- If, through the assessment or investigation we determine that your complaint is not connected to Albemarle, we will make good faith efforts to identify who is better positioned to manage the issue and attempt to contact them to pass on the complaint.

#### **Step 4: Our Response**

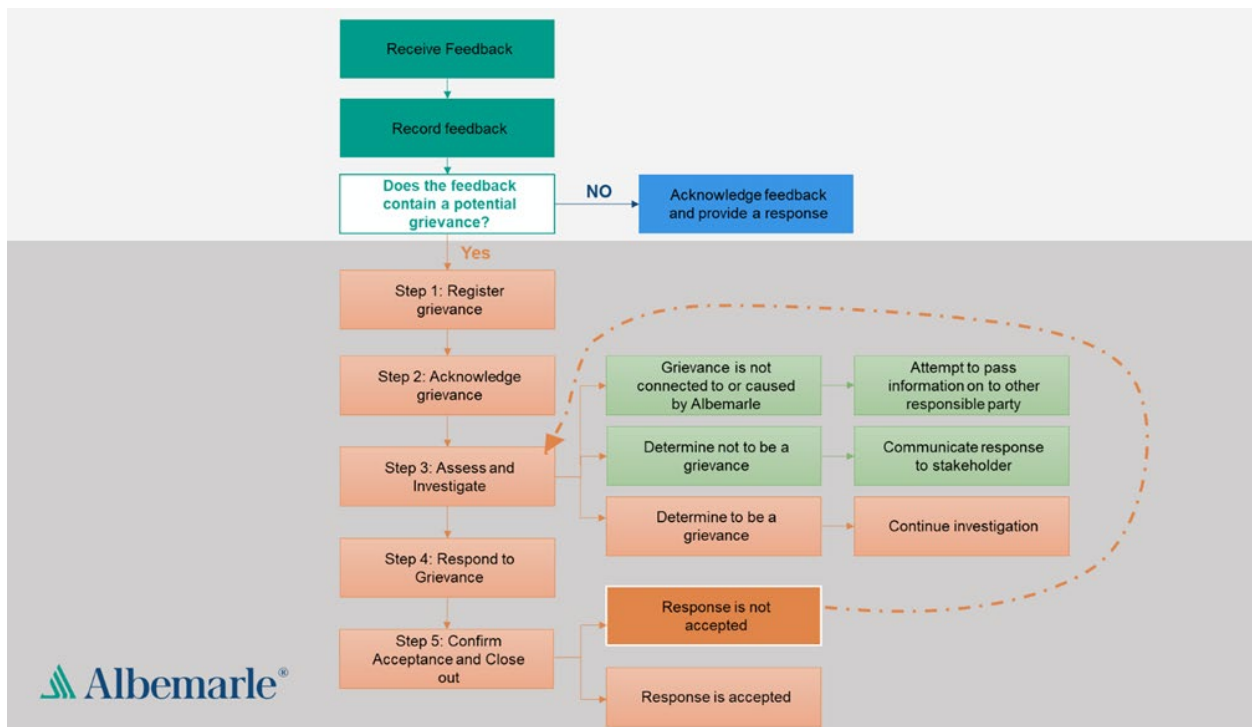
- We will contact you to share the outcomes of the investigation and discuss proposed remedy or resolution, when applicable.
- We will provide you with an opportunity to discuss our response and welcome you to share any further feedback.
- If the complaint is related to a matter outside the responsibility of Albemarle, we will still provide a response.

#### **Step 5: Close out**

- If you are satisfied with the resolution and remedial actions, we will close out the process.
  - If you do not accept our response, we may reconsider and revise the response.
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- We hope that we can collaboratively create a great solution for every concern, but we understand there is a possibility that may not be the case. In that circumstance, you can submit an appeal and we will:
  - Refer the feedback to a third-party mediation or external panel review; or
  - Inform you about your legal/ judicial avenues and provide support in accessing them and or providing documentation.

**Figure 1: Feedback Process**



Our Feedback Process is informed by industry best practices, including the United Nations’ [Guiding Principles on Business and Human Rights](#) Foundational Principle 31, “Access to Remedy.”

Note, this process does not prevent you from using other feedback or remedy channels available to you such as the U.S. Mine Safety and Health Administration, the North Carolina (NC) Department of Environmental Quality, the NC Department of Labor, and the NC Department of Justice.

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## 4. DEFINITIONS

**Feedback** – A general term for any comment or question from a stakeholder in relation to the Kings Mountain Mine or Albemarle. Feedback may be positive (e.g., compliment), neutral (e.g., question, request for information, suggestion, or concern), or negative (e.g. a complaint).

**Complaint** - A concern, grievance or claim communicated by a stakeholder (individual or group). Concerns and complaints can result from real or perceived impacts of the Kings Mountain Mine. It is typically something which the affected party wants Albemarle to address and resolve. Complaints may also be identified in relation to issues or questions that are repeatedly raised and should be addressed promptly before larger problems develop.

**Stakeholders and Right Holders** - Anyone interested in, or affected by, the project including but not limited to Indigenous groups, communities, local/regional government officials, businesses, employees, and non-governmental organizations.

**Complainant** – A person or group who has submitted a complaint to Albemarle.

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