Social Risk Assessment with Local Communities

Social risk assessments were conducted throughout our projects and operations to ensure we could identify, assess and mitigate any social and human rights risks which may affect the communities where we operate.
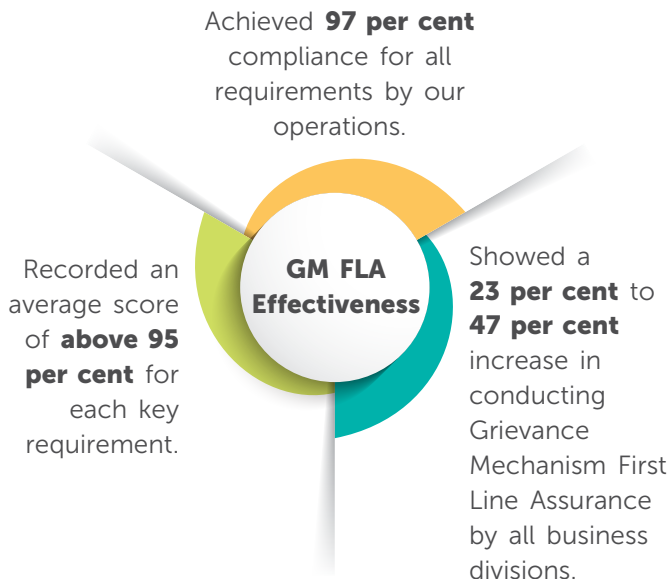
In 2022, we conducted seven Social Risk Assessments at our projects and operations. Based on the findings, there were no significant actual and potential violations involving rights of the communities surrounding our operations.

Grievance Management

Evaluation of Effectiveness of First Line Assurance

We have a Grievance Mechanism First Line Assurance (GM FLA) that acts as the first point of contact for resolving issues, thus addressing complaints swiftly and effectively.

An evaluation of the effectiveness of the grievance mechanism (GM) implementation was conducted by sampling 100 per cent of GM FLA. Results found that 97 per cent of operating units comply with the GM requirements, with a 47 per cent increase in assurance implementation from 23 per cent in the previous year. First line assurance by the operating units is risk-based.

Achieved **97 per cent** compliance for all requirements by our operations.

Recorded an average score of **above 95 per cent** for each key requirement.

GM FLA Effectiveness

Showed a **23 per cent** to **47 per cent** increase in conducting Grievance Mechanism First Line Assurance by all business divisions.

Grievance Mechanism e-Module

We ensure our employees are kept updated on our Grievance Mechanism processes.

2,398 employees completed the Grievance Mechanism e-learning module, compared to 1,440 the previous year.

206 employees upskilled in Grievance Management in 2022.

Total of **559** employees upskilled to date.

Managing Community Grievances

We received seven grievances in 2022, as listed below:

2 Community well-being

5 Labour and working conditions

All seven grievance cases were closed in 2022. The number of grievances do not necessarily describe the effectiveness of the system as it is the outreach, trust and confidence in the system that is critical to us.

The evaluation on the effectiveness of our grievance mechanism processes in 2022 shows positive results, and we also acknowledge that there is room to further encourage our rightsholders to continue using our GM channels towards managing potential risks and impacts to the community, employees and contractors where we operate.