

DLTD'S COMMUNITY SERVICES MANUAL



DRUMMOND LTD.

USER SERVICES CENTER

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Office – SENA facilities – La Jagua de Ibirico

Cesar Department, Colombia

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INTRODUCTION

As part of its community relations policy and with the aim of providing better service to the questions and concerns that come up with respect to carrying out the mining and port projects that take place in the Departments of Cesar and Magdalena, Drummond Ltd. has worked to develop a series of strategies and tools whose purpose is to facilitate and improve the communication channels between the company and the residents of the towns located in the area of influence of its present operations.

“DLTD’S COMMUNITY SERVICES MANUAL” constitutes the first of these facilitating tools and through its publication, Drummond Ltd. intends to standardize and share the process that handles the requests, suggestions and complaints within the company submitted by residents from the neighboring communities with respect to topics regarding social management, environmental handling, tenement administration, personnel hiring, payments by way of taxes and royalties, among others, in person at our user services centers or over the internet through the following email address: atencionalusuario@drummondLtd.com that has been exclusively created for this purpose.

“DLTD’S COMMUNITY SERVICES MANUAL,” in addition to disclosing the internal process established by the company, makes available to the community the standard form for submitting requests, suggestions and complaints and adopts the forms related to the user services record and the satisfaction survey.

In this way, Drummond Ltd. hopes to continue strengthening its ties with the community, in order to maintain a dynamic of on-going participation and communication within the principles of corporate social responsibility and fully implementing the Social Management Plan that has been included in the environmental management documents established by the competent authorities.

DRUMMOND LTD. AND SERVICES TO THE COMMUNITY

ALFREDO ARAUJO CASTRO
COMMUNITY RELATIONS MANAGER

“DLTD’S COMMUNITY SERVICES MANUAL” contains the guidelines to be followed by the residents of the communities located in the area of influence of our projects in order to submit requests, suggestions and complaints on any topics of interest, as well as the internal process carried out at the company to give them the proper attention.

Therefore, it is critical to clarify the following concepts:

- **AREA OF DIRECT INFLUENCE:** Based on the guidelines from the Ministry of the Environment, Housing and Territorial Development, the project’s area of direct influence is where the impacts generated by the construction and operation activities are evident. It is related to the project site and its associated infrastructure, and it may vary according to the type of impact and the element of the environment that is being affected, for which reason it is analyzed from abiotic, biotic and socioeconomic perspectives.¹
- **USER:** This means any member of the community or a recognized community organization, based on one or more of the municipalities comprising the area of direct influence of the projects that the company is carrying out in the Departments of Cesar and Magdalena.
- **REQUEST:** This concept covers all types of requests from the community to the company, on one or more topics of interest and with varying scope, that is, simple information, document inquiries, processes with the company, filing community initiatives, among others.
- **SUGGESTION:** This is the means through which the community communicates to the company the areas in which it believes that it could perform better and how to do so. In other words, it is the means to respond to the question that Drummond

¹ This definition is included in the terms of reference for preparing the Environmental Impact Studies – EIS applicable to several sectors and that are published on the Ministry of the Environment, Housing and Territorial Development’s website: www.minambiente.gov.co, by going to: Environment » Licenses, Permits and Procedures » Strategic documents » Terms of Reference.

Ltd. poses to the community: What can we do? How can we do it better? What are we doing wrong? Which are the topics of interest? In what areas do you think we can help?, etc.

- **COMPLAINT:** This enables the community to express its dissatisfaction in connection with a particular situation generated by the company, with the purpose that it be remedied in a timely manner and to the satisfaction of both parties.

COMMUNITY SERVICES PROCEDURES

This procedure is composed of the following steps, which are general and consecutive in nature:

1. SUBMITTING THE REQUEST, SUGGESTION OR COMPLAINT

The submission of requests, suggestions and/or complaints must be done by filling out the standard form created for that purpose, and it may be done in person at our user services centers, located in the city of Valledupar and in the municipalities of Ciénaga, El Paso (township of la Loma) and La Jagua de Ibirico, or via the internet through an email to atencionalusuario@drummondlt.com.

Additionally, users may follow up on their processing by sending an email to atencionalusuario@drummondlt.com, indicating the file number and the date on which the standard form for submitting requests, suggestions and complaints was filed when a response has not been received from the company after a period of not less than thirty (30) calendar days has passed since it was filed.

It is important to remember that, at the same time when the standard form for submitting requests, suggestions and complaints is filed, either in person or by email, the user must fill out the user services registration and the satisfaction survey.

2. PROCESSING INSIDE DRUMMOND LTD.

User services at Drummond Ltd. are governed by the following guidelines, depending on whether the standard form for a request, suggestion or complaint is submitted in person or by email.

2.1 If the user goes to the Drummond Ltd. user services center in person, the following procedure will be used:

The personnel in charge of user services must proceed to register them, that is, to enter their first and last name, identification document number, place and date of issuance, address, telephone number, email and other additional information that the user wishes to provide on the user registration form.

Having completed the registration, the user will be given the standard request, suggestion or complaint form to proceed to fill it out properly, that is, completely and with a signature.

At the user's request, Drummond Ltd. will provide the necessary guidance in the filling out the standard form, so that the request, suggestion or complaint that he or she wishes to submit is clear and addressed properly, in order to facilitate its processing and response.

Once the user has filled out the standard request, suggestion or complaint form, the Drummond Ltd. personnel responsible for handling it, must read, analyze, classify, file, handle and/or refer it to the corresponding department in order to respond, in the event that the elements necessary to respond immediately are missing.

Wherever possible, the Drummond Ltd. personnel will immediately take care of the request, suggestion or complaint that the user files, leaving a record on the standard form and deliver the satisfaction survey so that it can be filled out.

In the event that the user is interested in matters that are the responsibility of different department, for example Human Resources, Purchasing, Community Relations, etc., a standard request, suggestion or complaint form should be filled out for each of them.

This same treatment is applicable when the user has concerns regarding the same subject matter that may be handled immediately and others that must be referred to the respective department for handling, since this is the only way that the company can guarantee that each of them is treated satisfactorily. In the events that it is not possible to attend to the user immediately, the Drummond Ltd. personnel will make note of that on the standard form and a copy will be given to the user.

Immediately, the users services personnel will send the standard form filed by the user by internal mail to the head of the area that should address the issue and carry out the respective follow-up so that the user receives a response as soon as possible.

Once the response document prepared by the responsible unit is received, and before it is sent to the user, it must be verified that it responds to the user's request clearly and completely, otherwise, it will need to be supplemented.

The above means that no unit will give a direct response to the user, but rather it must be channeled through the user services centers located in the municipalities of Valledupar, Ciénaga, El Paso (township of la Loma) and La Jagua de Ibirico, under the coordination of Drummond Ltd.'s Department of Community Relations.

Only when a substantive response has been given to the user's request may it be considered terminated, since it is understood that partial responses require that the matter be kept pending.

2.2 If the user addresses Drummond Ltd. by email, the following procedure will be used:

All user requests, suggestions or complaints may be submitted and processed via email sent to: atencionalusuario@drummondltd.com, which will be managed and handled exclusively by Drummond Ltd.'s Department of Community Relations .

Once an email from the user is received in which he or she expresses an intention to file a request, suggestion or complaint with Drummond Ltd., the personnel designated to handle it must send the user, by email, the standard registration forms so that they can be filled out and submitted to the same email address and the corresponding registration can be made.

It is essential that the email in which the forms are sent to the user provide the necessary instructions to fill them out properly and in those cases where the user is interested in a variety of topics or one that requires different types of services, to the effect that he or she fill out as many forms as needed.

Once the user submits these forms to the email address, the Drummond Ltd. personnel responsible for handling them must verify that they have been filled out correctly, that is, that all the spaces have been filled in and they are signed.

If the forms submitted by the user meet these requirements, they must be read, analyzed, classified, filed, handled and/or referred to the corresponding department in order to respond, in the event that the elements necessary to respond immediately are missing.

In the event that the user uses one form to address a range of topics or the same subject matter but with different levels of complexity to be handled, the Drummond Ltd. personnel will make as many copies as necessary and proceed to immediately handle any that they can, and send those requiring a response from a specific department through internal mail, leaving the corresponding record.

Along with the response sent to the user, whether it is complete or partial, the satisfaction survey form must be sent so that it can be filled out, indicating the importance of submitting it in the interest of continually improving Drummond. Ltd.'s community service process.

3. EVALUATING DRUMMOND LTD.'S COMMUNITY SERVICES.

The Drummond Ltd. personnel in charge of the community service activities in the centers located in the municipalities of Valledupar, Ciénaga, El Paso (township of La Loma) and La Jagua de Ibirico, must always have satisfaction survey forms available, so that once the user service process ends, he or she receives a copy to be completed and inserted in the box provided for that purpose.

With the intention that the rating should be objective, no type of pressure may be exerted on the user. It is recommended that a special place be provided, away from the services area so that the user can make his or her rating freely.

The information corresponding to all of the evaluations provided during the month must be recorded in the consolidated service evaluation form, which must be sent to Drummond Ltd.'s Department of Community Relations for its information and for the purpose of sharing them with the communities and the respective public entities.