



## Processing stakeholder feedback

Sibanye-Stillwater recognizes that its social license depends on the quality of its stakeholder relationships. The company has developed policies that promote the creation of shared value and adhere to the principles of responsible mining. The procedure takes into account international guidelines that protect the rights of stakeholders and ensure that the issues raised are handled appropriately to avoid negative impacts.

### **Purpose of the procedure**

The purpose of the procedure is to ensure that feedback is received and responded to in a timely and transparent manner. The aim is also to foster trust and collaboration with local stakeholders, as well as to provide a safe environment that protects stakeholder rights.

### **Principles of the procedure**

The procedure is based on five principles: proportionality, cultural appropriateness, accessibility, transparency and accountability, and appropriate protection. These principles aim to ensure that the processing of stakeholder feedback is fair, transparent and respectful of human rights.

### **Monitoring and evaluation**

Stakeholder feedback and the effectiveness of its processing are monitored and evaluated regularly. This includes the types of feedback, the reasons, the amounts, the profiles of the people who gave the feedback, the number of closed and open feedbacks, and the actions taken by the company. Monitoring aims at continuous improvement and learning.

Read more about Sibanye-Stillwater's [Complaints and grievances procedure](#).



INNOVATION



COMMITMENT



ACCOUNTABILITY



RESPECT



ENABLING



SAFETY

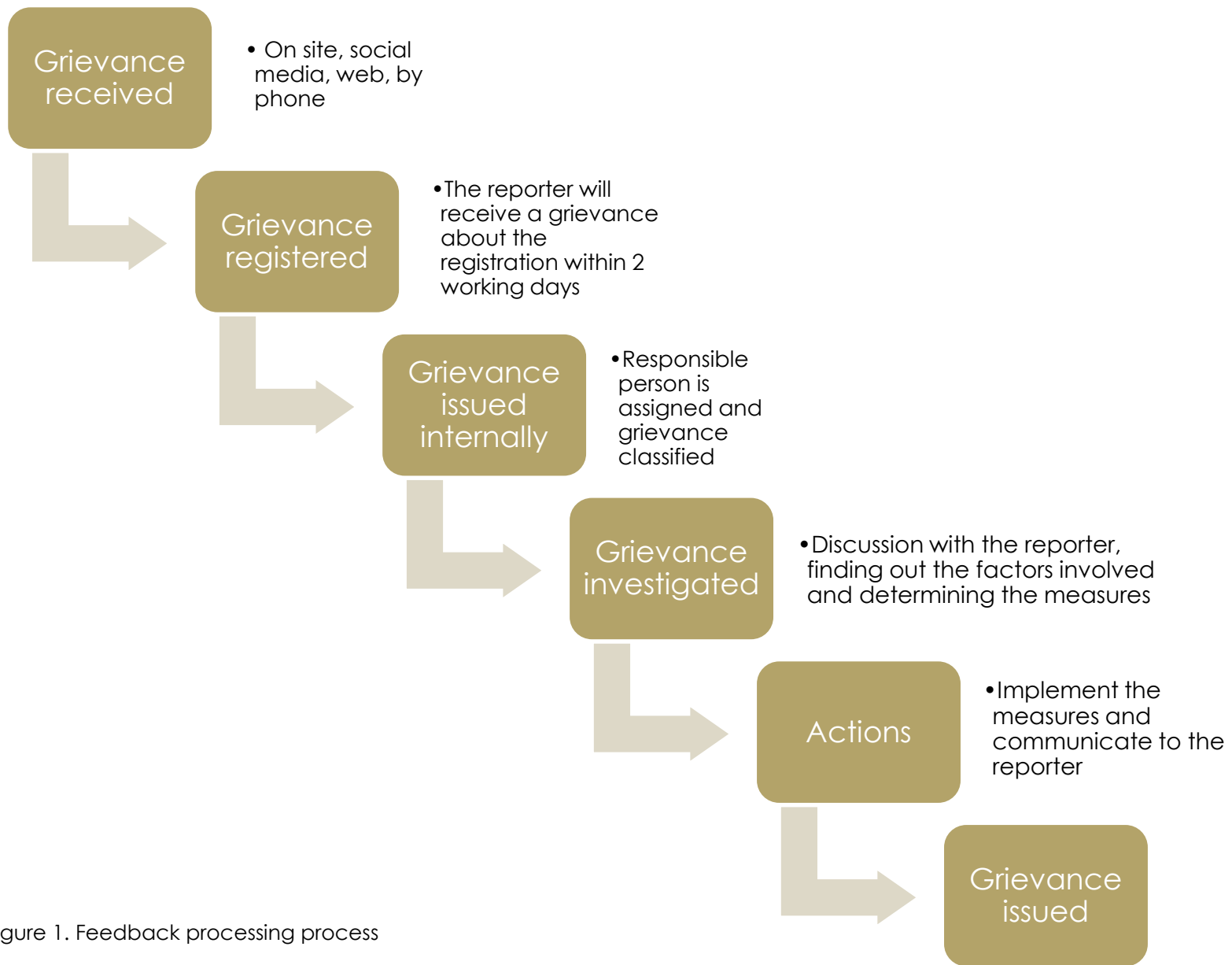


Figure 1. Feedback processing process

