



**LOMIKO**  
METALS®

# Complaint Management Protocol

2022

## Introduction

Lomiko Metals Inc. strongly adheres to values of respect, integrity, personal performance and ingenuity. With the central objective of becoming a responsible operator of choice in Canadian critical minerals, the company strives to be transparent and community focused throughout the development of its operations.

The purpose of this complaint management protocol is to outline specific actions to be taken and timelines to adhere to following the receipt of a complaint from a concerned stakeholder. The complaint-handling framework developed in this document enable Lomiko Metals Inc. to analyze the reported situation and respond by taking immediate remedial action.

This complaints management protocol ultimately promotes continual improvement in the company's operations. By encouraging the submission of concerns by stakeholders and providing feedback on reported issues, Lomiko Metals Inc. may continually adjust and improve its procedures.

Stakeholders wishing to submit a complaint to Lomiko Metals Inc. may do so through the following methods:

By email: [communaute@lomiko.com](mailto:communaute@lomiko.com)

By phone: 1-833-456-6456 or 1-833-4-LOMIKO

## Key Definitions

### **Accessibility**

The ease of access for a stakeholder to contact Lomiko Metals Inc. and submit an official complaint. A community email address and telephone number serve as publicly accessible means of contact.

### **Complaint**

A verbal or written expression of dissatisfaction or concern for which resolution is explicitly or implicitly expected.

### **Complainant**

A stakeholder (or group of stakeholders) who submits a complaint to Lomiko Metals Inc.

### **Designated Officer**

A Lomiko Metals Inc. employee responsible for the effective management of complaints.

### **Stakeholder**

Individuals or groups of individuals (local communities, organizations, coalitions, etc.) who may affect or be affected by the operations of Lomiko Metals Inc. For a variety of reasons, a stakeholder may take an interest in a particular project and have active or passive concerns in its activities.



## Complaint Management Protocol

Step	Details
1. Receipt of Complaint	<p>Complaint received by email or phone, and an automated messaging system forwards the complaint to the Designated Officer.</p> <p>The Designated Officer will contact the complainant to confirm receipt of the complaint and that the complaint management protocol will be launched.</p> <p>The Designated Officer proceeds with the complaints management protocol and initiates the complaint analysis.</p>
2. Analysis	<p>If necessary, an employee of Lomiko Metals Inc. or a representative of the company will travel to the site of the complaint to investigate its nature and severity.</p> <p>Target response time: <b>24 hours</b></p>
3. Remediation	<p>Corrective measures will be applied to rectify the source of the complaint.</p> <p>While on site, if time permits, a tour of current operations will take place to identify other potential sources of complaints.</p>
4. Follow-up	<p>A detailed analysis of the situation and a written report highlighting steps taken.</p> <p>Verbal or written feedback will be provided to the complainant notifying them that the source of concern was eliminated.</p> <p>Target response time: <b>72 hours</b></p>
5. Feedback and Improvement	<p>Written reports stored in company database are to be compiled periodically by the management team for review.</p> <p>Adjustments or improvements of current operations will occur as needed.</p>