



FACTSHEET ON COMMUNITY COMPLAINTS & FEEDBACK MANAGEMENT PROCEDURE

“Oyu Tolgoi” LLC openly receives community complaints and feedback, related to the Oyu Tolgoi mine and the company operations.

We have developed and approved the Community Complaints and Feedback Resolution Procedure, according to which all complaints and feedback are being addressed and resolved. This procedure aims at building a transparent and effective channel for the stakeholders for complaints and feedback filing, thus contributing towards strengthening transparent and mutually respecting relationship with the local stakeholders.

Please refer to the next page for the community complaints and feedback resolution steps. First of all, community members and organizations must fill in a Complaints and Feedback Form for filing a complaint or giving a feedback to the company. Complaints and Feedback Form can be obtained at the below offices of the Social Performance Department of Oyu Tolgoi LLC:

- **Khanbogd soum:** Office of the Social Performance Department, Oyu Tolgoi LLC
- **Manlai soum:** Office of the Social Performance Department, Oyu Tolgoi LLC
- **Dalanzadgad:** Oyu Tolgoi Representative’s Office
- **Ulaanbaatar:** Oyu Tolgoi Head Office

In case complaints and feedback is raised orally or over the phone call, Oyu Tolgoi LLC Social Performance Department officers will fill the form based on the information provided by a Complainant.

Complaints and Feedback Form can be downloaded from www.ot.mn web page. Please contact #9903-4732 for more information.

We are always eager to hear voices of and learn from our local stakeholders and please do not hesitate to send your complaints or feedback to the above addresses.

COMMUNITY COMPLAINTS AND FEEDBACK RESOLUTION STEPS

