

Have a question, concern, or complaint?

Complaint and Grievance Management

Every concern is treated in confidence

Diavik values our partnerships with Indigenous partners and community stakeholders. We are committed to listening, understanding, and responding when questions or concerns are raised, and to proactively managing the potential impacts of our closure activities.

This document outlines how to raise questions, concerns, and comments to Diavik, and what you can expect after doing so.

Any community member or organization is welcome to use this process. All concerns or complaints will be handled with care, respect, seriousness and confidentiality.

Diavik responds to all concerns based on their risk and potential impact. Our grievance process aligns with the United Nations Guiding Principles on Business and Human Rights and is fair, transparent, and accessible.

When should I contact Diavik?

We welcome community input, including:

Questions, requests for information, or general comments: Although these are not grievances, they are still important.

Community complaint or grievance: These are raised when a person or group feels they have been negatively affected by Diavik and are seeking a response or resolution.

Community incident: A specific incident related to Diavik's activities that affects a community or its members, or an event involving community members that affects Diavik.



These processes are not emergency services. If you require emergency assistance, please contact local authorities.

How do I make a complaint?

Concerns can be communicated in a number of ways:



In-person:

Visit our offices on the 3rd floor of the Northwestel Building in Yellowknife



By mail:

Diavik Corporate Office, Suite 300, 5201-50th Avenue, Yellowknife, NT, Canada, X1A 3P1



By phone:

(867) 669-6500



By email:

DiavikCommunities@riotinto.com



Anonymously via myVoice:

Anonymous complaints can be made through Rio Tinto's confidential reporting program myVoice. Reports are managed by Rio Tinto's Business Conduct office and not locally by Diavik.

Email myVoice@riotinto.com or scan the QR code.



What happens next?

Diavik is committed to communicating with complainants in a way that is respectful, timely, and clear. Our responses will explain what was reviewed, what actions were taken, and what options or next steps are available.

After you make a complaint to Diavik, here's what you can expect:

- **Receive and screen:** We receive your concern and review it to ensure it is properly directed.
- **Acknowledge:** We confirm receipt, and let you know who is assigned as your contact.
- **Record and review:** Your concern is documented and reviewed. Some issues can be addressed quickly, without further investigation.
- **Investigate (if required):** We gather information, listen to relevant perspectives, and identify options to address the issue.
- **Respond:** We share what was reviewed, what was found, and what actions or next steps will follow.
- **Resolve or appeal:** If resolved, the matter is closed. If you are not satisfied with the outcome, you may request an appeal.
- **Monitor and close out:** We track outcomes and follow up where needed.

For more information, contact us at
DiavikCommunities@riotinto.com