

FEEDBACK CHANNEL

1 Purpose

Gruvaktiebolaget Viscaria and its affiliated companies (collectively, the “**Viscaria Group**”) are committed to maintaining an open dialogue with all stakeholders and a culture in which it is possible to express observations, suggestions for improvement and other views regarding the Viscaria Group's operations. The Viscaria Group has therefore established a channel for employees, customers, suppliers, partners and others affected by the Viscaria Group's operations to share their feedback.

The purpose of the procedures described in this policy (the “**Policy**”) is to enable the Viscaria Group to take feedback into account and systematically work on improvements in its operations. However, the feedback channel is not a whistleblowing channel under the Swedish Act on the Protection of Persons Reporting Irregularities (Sw. *lag (2021:890) om skydd för personer som rapporterar om missförhållanden*) (the “**Whistleblowing Act**”). For information on what other channels are available and how to proceed in a whistleblowing case, please refer to Section 5 below.

2 Channel for feedback

The feedback channel is available to anyone who comes into contact with the Viscaria Group's operations. Reports under the Policy may relate to:

- > *Observations* – something you have seen or noticed.
- > *Enquiries* – questions about the Viscaria Group's operations.
- > *Suggestions for improvement* – ideas on how the Viscaria Group can develop.
- > *Complaints* – something that is not working as it should.
- > *Positive experiences* – something that has worked well.
- > *Other feedback* – all other types of feedback.

3 How do I submit feedback?

You can find information on how to submit feedback on the Viscaria Group's website.

4 What happens to a submitted report?

When you submit a report, it will be forwarded to the function or person within the Viscaria Group who is responsible for the issue. The information will be shared to the extent deemed necessary for the matter to be handled in an appropriate manner.

If you have provided your contact details, the recipient within the Viscaria Group may contact you to request further information. You may also receive feedback on the report to the extent that the Viscaria Group deems necessary and appropriate.

5 Other channels

Questions relating to misconduct or serious irregularities should, as a general rule, be handled via one of the Viscaria Group's whistleblowing channels, provided that the matter falls within the scope of the respective channel. Below is information about the available channels, as well as references to where you can find information about the types of issues each channel is intended for.

- > **Viscaria Kiruna AB:** Viscaria Kiruna AB has established a whistleblowing channel in accordance with the Whistleblowing Act. Matters relating to Viscaria Kiruna AB and covered by the Whistleblowing Act must be reported via the whistleblowing channel for you to be covered by the protection provided by said act. Information about which matters qualify as whistleblowing matters, and should therefore be reported via Viscaria Kiruna AB's whistleblowing channel, is available on the Viscaria Group's website.
- > **Gruvaktiebolaget Viscaria:** Gruvaktiebolaget Viscaria has established a reporting channel for certain legal violations, which is available to the company's employees. The channel has been established on a voluntary basis and is therefore not covered by the procedural rules under the Whistleblowing Act. If you are an employee of Gruvaktiebolaget Viscaria and the matter falls within the scope of the company's reporting channel, please refer to this channel. You can find information about the types of matters that can be reported on the Viscaria Group's website.

If a matter submitted to the feedback channel concerns an issue that should be handled through one of the channels mentioned above, the Viscaria Group may delete the information and instead refer you to the correct recipient.

6 Personal data

For information on the processing of personal data, please refer to the Viscaria Group's internal privacy policy (for employees) and external privacy policy (for other parties).