



Standard 2

2 COMMUNITY GRIEVANCE MANAGEMENT

2.1 OBJECTIVE

This Standard defines the requirement for a mechanism to receive, investigate and respond to grievances from community stakeholders. The mechanism will help identify, manage and mitigate impacts in a timely, respectful and locally appropriate manner, and should be trusted by community stakeholders.

2.2 SCOPE

Community grievance mechanisms are for external stakeholders. B2Gold has separate employee grievance mechanisms.

Complaints from contractor workers should be addressed through the contractor's grievance mechanism: if they are submitted through the community grievance mechanism, they should be referred to Human Resources, the Contracts Manager and/or the contract end user.

2.3 PRINCIPLES

Grievance mechanisms will meet the criteria for effectiveness outlined in the UN Guiding Principles for Business and Human Rights by being:

- Legitimate: enabling trust from stakeholders, and being accountable for the fair conduct of grievance processes;
- Accessible: being known to stakeholders, and providing assistance for those who may face barriers to access;
- Predictable: providing a clear and known procedure with an indicative time frame for each stage, and clarity on the outcomes available and means of monitoring implementation;
- Equitable: seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms;
- Transparent: keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness;
- Rights-compatible: ensuring that outcomes and remedies accord with internationally recognized human rights;
- A source of continuous learning: drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms; and



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- Based on engagement and dialogue: consulting stakeholders on their design and performance and focusing on dialogue as the means to address and resolve grievances.

Site senior management must be involved with and support the resolution of grievances.

2.4 REQUIREMENTS

2.4.1 Process

- Sites will establish a procedure that defines the grievance management process (i.e. the grievance mechanism), including targeted timeframes for each step. Stakeholders will be consulted on the design of the grievance mechanism to ensure it is accessible and culturally and socially appropriate.
- Sites will establish responsibility for the mechanism and clarify the role of other departments throughout the process.
- Site representatives (including contractors) with significant contact with community stakeholders will be trained on the grievance mechanism.
- Sites will ensure that the grievance mechanism is communicated to and understood by community stakeholders.
- Sites will ensure community stakeholders can easily submit a grievance in an accessible and culturally and socially appropriate location and format.
- Sites will provide support for grievance submission if necessary.
- A complainant can remain anonymous if they choose. Anonymous grievances will be accepted and investigated where possible; the requirements of this Standard will be applied to the extent possible for anonymous grievances while ensuring the anonymity of the complainant.
- Formal notification of receipt of grievance will be promptly provided to the complainant. Sites will ensure the complainant understands the process and communicate when the complainant should expect a response.
- Grievances will be promptly recorded and assessed for negative impacts to stakeholders and risks to the site using an established risk rating framework. For any grievances with significant risk, senior management will be notified, and the grievance will be registered in the site's risk register.
- Grievances will be investigated to determine the context and cause in coordination with relevant departments. Where the Company is complicit in adverse impacts, (a) corrective action(s) will be established.
- Sites will propose appropriate remediation for legitimate grievances.
- Grievances will be considered resolved when: remediation has been accepted by the complainant and remediation is well underway; or, feedback has been provided to complainants related to their grievances and the results of any investigations. The complainant's satisfaction with the process will be assessed.
- Sites will allow for an appeal or recourse mechanism when the proposed remediation is not accepted. Complainants must be free to pursue grievances through other avenues, such as through the courts, and sites will not prejudice complainants against this option: this must be explained to any complainant upon receipt of a grievance.
- Sites will ensure safeguards are in place to protect confidentiality and prevent retaliation or harm towards complainants.



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2.4.2 Records, monitoring and reporting

- Sites will keep records of grievances and the site's responses to grievances.
- Sites will conduct regular monitoring and internal reporting of grievance management, including to Corporate.
- Sites will annually review the management of grievances and corrective actions, including seeking feedback from stakeholders.
- Sites will conduct regular external reporting of their management of community grievances, as appropriate.

2.5 REFERENCE MATERIAL

2.5.1 Guidelines and Tools

[Addressing Grievances from Project-Affected Communities](#) by International Finance Corporation (IFC); available in English

[Guiding Principles on Business and Human Rights: Implementing the United Nations 'Protect, Respect and Remedy' Framework](#) by the United Nations Human Rights Council

[Handling and Resolving Local Concerns & Grievances](#) by International Council on Mining & Metals (ICMM); available in English

2.6 TERMS AND DEFINITIONS

Grievance: A grievance, or complaint, is an expression of dissatisfaction referring to a real or perceived impact of B2Gold's business activities.

Human Rights: Human rights are the fundamental rights and freedoms that everyone is entitled to. They provide the basis for individuals to lead a dignified life, to freely express independent beliefs and to live free from abuse. They are inherent to all individuals, regardless of nationality, place of residence, sex, national or ethnic origin, colour, religion, language, or any other status. Everyone is equally entitled to enjoy their human rights without discrimination. (ICMM 2012) Human rights refers to internationally recognized rights understood, at a minimum, as those expressed in the International Bill of Human Rights and the principles set out in the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. (Principle 12 – UNGPs).

Legitimate: Legitimate Grievances are those where an actual adverse impact has occurred that B2Gold caused, contributed to, or is directly linked to. This excludes commercial disputes and issues with employed labour and/or unions.

Remediation (definition from the UN Guiding Principles on Business and Human Rights): Access to effective remedy has both procedural and substantive aspects. Remedies provided by grievance mechanisms may take a range of forms with the aim of counteracting or making good any human rights harms that have occurred. Remedy may include apologies, restitution, rehabilitation, and financial or non-financial compensation, as well as the prevention of harm through, for example, guarantees of non-repetition. Procedures for the provision of remedy should be impartial, protected from corruption and free from political or other attempts to influence the outcome.



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Site: For the purposes of this Standard, sites include B2Gold offices, operating mines, satellite mines (either independently or included within an operating mine’s reporting), construction sites, and legacy sites; and, does not include exploration (unless otherwise expressed), joint-venture sites (non-management roles), relinquished sites, non-active sites, and sites under care and maintenance.

Stakeholder: Any individual or group that is impacted by or has an interest in B2Gold and its activities. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, employees and contractors, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses or groups.

2.7 DOCUMENT CONTROL

Revision	Approved	Date	Description
Final	Ken Jones	29 November 2020	Original 2020 issue of the B2Gold Social Performance Standards