

Policy Name:	Community Grievance Policy
Department:	Corporate Responsibility
Last Updated:	May 2025
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# COMMUNITY GRIEVANCE POLICY

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## Scope

This Community Grievance Policy (this “Policy”) applies to Coeur Mining, Inc., and its direct and indirect subsidiaries (collectively, “Coeur” or the “Company”). The scope of this Policy is global. It is applicable to all operations of the Company (each, a “Site”) and in all phases of the mine life cycle including exploration, design, construction, operation and closure.

## Purpose

The purpose of this Policy is to provide accessible and effective means for communities, groups, project affected people, and stakeholders to raise and resolve external complaints in a fair, timely and proactive manner without limiting their ability to seek remedy through other mechanisms. This Policy is intended to provide a framework for handling external grievances. Through this Policy, Coeur furthers its commitment to build and maintain strong relations with partner communities and other local stakeholders and to contribute to mutual long-term prosperity. This Policy provides guidance on recording, handling, escalating and resolving external complaints and/or grievances in a consistent and timely manner.

## Content

### Policy Objectives

- To provide clear channels for community concerns and grievances to be shared with internal staff
- To establish a multi-tier system for recording, handling, tracking, escalation and resolution of external grievances as follows:
  - a) **Tier 1** - For handling grievances that may be resolved between the Site and the complainant
  - b) **Tier 2** – For handling grievances that cannot be resolved directly by the Site and complainant and may require referral to or involvement at the corporate level
- To ensure grievances are resolved in a timely manner
- To maintain open and trusted relationships with communities
- To help Coeur manage risk through early identification and ongoing monitoring of emerging community issues

### What is a Grievance

A grievance is an expression of dissatisfaction, whether oral, written, or electronic, from or on behalf of a community member or stakeholder relating to any Site.

Grievances may cover a broad range of topics or issues and may be made in respect to a real or perceived wrong.

### If You Receive a Grievance

Be polite, professional, and respectful. Communicate that all feedback is valued. Collect as

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much information as the complainant is willing to share, including:

- Name;
- Address;
- Phone Number;
- Email;
- Nature of the complaint;
- Date of the event(s) or complaint;
- Location of the event(s) or complaint;
- Any immediate or urgent concerns;
- Supporting details; and
- Method of communication.

Forward grievance information as soon as possible to the Site-specific community relations lead for recording and additional follow-up.

All grievances must be shared with the Site community relations lead. Do not assume the severity, complexity or seriousness of the grievance.

#### Responsible Personnel

The following personnel have primary and backup roles in responding to site-specific grievances. Should the primary and secondary staff be unavailable, the community relations lead of the Site will identify a replacement. If grievances cannot be resolved directly by the Site, refer/escalate to the Corporate contact. *Consult with Coeur's Legal Department before admitting responsibility for, or fault with, any grievances.*

Topic	Primary Contact	Secondary Contact	Corporate Contact
<b>Community</b>	Community relations lead	Site-specific second	Director of Sustainability and External Affairs
<b>Environment</b>	Environmental Manager	Site-specific second	VP, Environment & Permitting
<b>Health and Safety</b>	Health and Safety Manager	Site-specific second	Director, Health, Safety & Loss Control
<b>Exploration</b>	Site Exploration Manager	Site-specific second	Senior Director, Principal Geologist
<b>Employment</b>	Human Resources Manager	Site-specific second	Director, Human Resources Operations
<b>Contractors/Suppliers</b>	Procurement/Supply Chain Manager	Site-specific second	Sr. Manager, Supply Chain
<b>Permitting</b>	Permitting Manager	Site-specific second	VP, Environment &

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	or Environmental Manager, as appropriate		Permitting
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### Grievance Resolution Process

Step 1: Within 24 hours of receipt of the grievance, a follow up should be sent to the complainant confirming the receipt of the grievance and providing an overview of the grievance resolution timeline. If the 24 hours acknowledgement requirement falls outside of Coeur's business hours, more than 24 hours may be required.

Step 2: The grievance should be entered into Intelex by the Site-specific community relations lead for recording and tracking.

Step 3: The Site-specific community relations lead will work with the responsible staff member to determine if the grievance is relevant, assist in investigating the grievance, and suggest an appropriate response.

Step 4: Within 5 business days a course of action must be communicated to the complainant – including whether a resolution of the grievance or notice that resolution will require additional time.

Step 5: All grievances must be formally closed once the course of action is complete. If resolution is not possible and no further recourse is available, this outcome must be recorded in Intelex and communicated to the complainant.

Step 6: If a grievance cannot be resolved directly by the Site and complainant, the community relations lead will escalate the grievance to the corporate level.

Step 7: Send, in writing, details relating to the communication of the grievance resolution to the Site-specific community relations lead for recording and retention.

### Communications

Grievances can be lodged by email, phone, through community relations employees or representatives working locally, and other dedicated channels. The grievance mechanisms will regularly be communicated to the Site-specific communities and other stakeholders. Each grievance is acknowledged once received, and the complainant is responded to in due course.

### Policy Limitations

Coeur employs separate grievance mechanisms for internal and external stakeholders to raise and resolve grievances. This Policy is intended to provide a framework for handling external grievances. Internal grievances should be handled in accordance with the Reporting

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Misconduct Policy, including working through the Company’s relevant Human Resources team or through Coeur’s Whistleblower Hotline, as applicable.

#### Confidentiality and Retaliation

The method in which a grievance is handled is dependent on its nature and severity. When possible, the identification of the complainant will be kept confidential, with the exception of the responsible staff members handling the grievance. Discussions may need to occur with relevant staff members to conduct proper investigations into the grievance. Regardless of how a grievance is lodged, the grievance will be handled by responsible staff with professionalism, respect, and urgency.

Coeur has a no retaliation policy and will not tolerate targeted action taken against anyone, including a complainant, for raising a concern or grievance in good faith.

#### Retention of Grievance Related Records

Sites shall maintain a record in Intalex setting forth information regarding the receipt, investigation and final disposition or resolution of all reports. All records will be maintained in accordance with the Company’s document retention policies.

### Questions/Administration

Employees with questions regarding this Policy are encouraged to contact their Site community relations lead or the Director of Sustainability and External Affairs.

Each Site shall be responsible to administer Site-specific applications of this Policy in consultation with its community relations lead. The Director of Sustainability and External Affairs will be responsible for the overall administration of this Policy.

### Supporting Policies/References

[Reporting Misconduct Policy](#)

[United Nations Guiding Principles on Business and Human Rights \(UNGPs\), Principles 29 – 31](#)