

Grievance Mechanism

1. Purpose

Conecsus LLC is committed to responsible mineral sourcing and continuous improvement. This grievance mechanism provides any stakeholder with a safe, accessible, and confidential channel to raise concerns related to our operations regarding circumstances of mineral extraction, trade, handling, and export.

2. Scope

This mechanism may be used to report concerns related to:

- Human rights violations
- ESG risks
- Conflict-affected or high-risk area sourcing
- Corruption or unethical behavior
- Non-conformance with our Responsible Sourcing Policy

3. How to Submit a Grievance

Email: grievance@conecsusllc.com

Mail:

Conecsus LLC

Attn: Grievance Officer

106 Tejas Drive

Terrell, Texas 75160 USA

In-Person:

Concerns may be submitted verbally to any Conecsus supervisor or manager.

Grievance should include the following details:

- Full Name (Not Mandatory)
- Address or E-mail (Not Mandatory)
- Phone Number (Not Mandatory)
- Detailed Description of the Grievance
- Attach all Supporting Documentation
- Desired Outcome

4. Grievance Handling Process

Step 1 – Acknowledgment (within 5 business days)

Step 2 – Assessment

Step 3 – Investigation

Step 4 – Corrective Action

Step 5 – Response & Closure

5. Confidentiality and Non-Retaliation

All grievances will be handled confidentially. Retaliation against individuals raising concerns in good faith is strictly prohibited.

6. Continuous Improvement

Grievance trends and outcomes will be reviewed regularly to strengthen due diligence practices.

7. Public Availability

This grievance mechanism is posted on the company website and included in supplier materials.