

KIMBERLEY QUARRY
PORTION 39 OF THE FARM SPIJT FONTEIN NO 122
SOL PLAATJE MUNICIPAL AREA
NORTHERN CAPE PROVINCE

AFTER-HOURS COMMUNICATIONS PROTOCOL

NOVEMBER 2025

DMPR REFERENCE NUMBER	NC 30/5/1/2/2/0287 MR
DOCUMENT VERSION	Revision 00

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AFTER-HOURS COMMUNICATIONS PROTOCOL

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ABBREVIATIONS

DMPR	Department of Mineral and Petroleum Resources
EMPR	Environmental Management Programme

AFTER-HOURS COMMUNICATIONS PROTOCOL

1. PURPOSE AND SCOPE

This After-Hours Communications Protocol has been developed to ensure that community concerns, environmental incidents, or emergency situations that occur outside of normal operational hours are appropriately reported, managed, and documented.

The protocol applies to all employees, contractors, and authorised representatives associated with the mining operation and forms part of the site's Environmental Management Programme (EMPR).

2. OBJECTIVES

The objectives of this protocol are to:

- ⊕ Ensure timely and effective response to after-hours environmental or community-related incidents;
- ⊕ Maintain transparent communication between the mine and the surrounding community;
- ⊕ Provide a structured process for recording, investigating, and resolving complaints; and
- ⊕ Support continuous improvement in environmental and social performance through monitoring and reporting.

3. AFTER-HOURS CONTACT DETAILS

The Mine Manager or an appointed on-call representative shall be responsible for responding to community concerns and environmental incidents occurring after hours.

A 24-hour contact number shall be maintained and made available to the surrounding community through:

- ⊕ Signage displayed at the site entrance; and
- ⊕ Formal communication channels, such as community WhatsApp groups, or email notifications.

The contact list shall be reviewed and updated quarterly or as personnel changes occur to ensure accuracy.

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4. INCIDENT AND COMPLAINT LOGGING

All complaints or incident reports received after hours shall be recorded in the site's Environmental Complaints Register, including the following details:

- ⊕ Date and time of receipt;
- ⊕ Name and contact details of the complainant (if provided);
- ⊕ Nature of the concern or incident; and
- ⊕ Description of the initial response action taken.

The Mine Manager shall ensure that all after-hours complaints are officially logged by the start of the next working day for follow-up and verification.

Where applicable, supporting evidence (e.g., photographs, voice notes, or written correspondence) shall be attached to the complaint record.

5. RESPONSE AND ESCALATION PROCEDURE

The Mine Manager shall, where possible, provide an initial acknowledgment and immediate mitigation (if required) within a reasonable timeframe of receiving the complaint or report.

If the matter cannot be resolved immediately, it shall be escalated for formal investigation and corrective action during the next working day.

The escalation process shall follow the site's Environmental Incident and Complaints Procedure and include notification to the relevant operational or environmental personnel as appropriate.

Any significant environmental incident (as defined in the EMPR or applicable authorisations) shall be reported to the Department of Mineral and Petroleum Resources (DMPR) or other competent authorities in accordance with legal requirements.

6. MONITORING, REPORTING, AND FEEDBACK TO COMPLAINANTS

A summary of after-hours complaints and response actions shall be compiled and included in the annual environmental performance assessment and reviewed during management meetings.

The Mine Manager shall ensure that feedback is provided to each complainant within five (5) working days of receipt of the complaint.

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Feedback shall include:

- ⊖ Acknowledgment of the complaint and date received;
- ⊖ A summary of actions taken and/or investigations conducted; and
- ⊖ Any corrective or preventive measures implemented to avoid recurrence.

Feedback may be provided telephonically, via text/email, or in writing, depending on the method of communication used by the complainant and the contact details available.

All feedback and related correspondence shall be documented and filed within the Environmental Complaints Register.

Recurrent or serious after-hours issues shall be evaluated to determine whether additional operational controls, monitoring measures, or community engagement initiatives are required.

7. REVIEW AND CONTINUOUS IMPROVEMENT

This protocol shall be reviewed annually or following any major environmental or social incident to ensure continued effectiveness and alignment with the site's operational and environmental management requirements.

Approved by:

Mine Manager

Date: _____