



CCS

COMMUNITY
CALL
SERVICE

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BACKGROUND OF THE COMMUNITY CALL SERVICE

The Community Call Service (CCS) is an open and permanent mechanism for the community to quickly communicate their concerns and grievances to the company, particularly regarding their human rights. This key tool in the due diligence process was designed in consultation with the Office of the United Nations High Commissioner for Human Rights in Mexico, and we receive occasional feedback from this body, also is aligned with operating principles 29, 30 and 31 of the United Nations Guiding Principles on Business and Human Rights.

The CCS is a key component of the Community Outreach Model that is inserted in the principle of Responsible Relation with Communities as a clear and reliable communication mechanism to achieve an adequate listening and attention to the population, which allows us to build and maintain trust with the localities and continuously improve our prevention approach on the different risks and impacts of our operation in the communities.

In relation to the Sustainable Outreach Goals (SDGs) of the United Nations, the implementation of the CCS contributes directly to SDG 16: Peace, justice and strong institutions, by representing a central activity for the prevention and anticipation of conflicts through the operation of a formal and accessible mechanism for the submission of complaints, concerns and requests that provides timely attention and response to stakeholder concerns.



01

PROCESS OF THE COMMUNITY CALL SERVICE



1 The attached notification matrix will decide who is informed about question, concern or complaint.

3 Community member will be contacted with 48 hours of call or email.

2 Call Service will supply a form and open a line of communication.

4 There is one point of contact who will work to identify the primary person responsible and update the Call Service.

02

AFTER LUNCH

- Community Call Service training will take place at each site with the GMs and senior leadership.
- GMs and senior leadership (which includes this group of participants) will be surveyed at 30 days, 3 months, 6 months to identify issues and opportunities for optimization. Meetings will take place as necessary.

03

COMMUNICATION PLAN OUTLINE



How to Contact Community Call Service - Communication Tools leveraging user

- Website form
- Website - information on the site with email, phone, form

- Mines will have a community option as part of the phone tree
- Business cards with community@asarco.com and sac@cs.gmexico.com contact information
- Email
- Toll-free phone number
- WhatsApp

Multi-layered layered communication specific to each community

Training for internal stakeholders - employees

What to do if they are approached by a community member

Different scenarios

- Asked how to get a hold of ASARCO
- Deal with complaint directly in-person
- Complaint in conversation

Channels to train employees

- Eblast
- In-person presentation
- Video
- Displays at mines

Communicating the mechanism to external stakeholders in local communities- government officials, community groups, residents

- Presentation
- Email
- Phone call



