

[REDACTED]

From: [REDACTED]
Sent: 24 February 2025 09:53
To: [REDACTED]
Cc: [REDACTED]
Subject: ERM CVS Complaint

Dear Mr Matloko,

Further to your complaint of 31st October 2024 in relation to the community outreach programme as part of the Sibanye Stillwater IRMA audit being conducted by ERM CVS, I write to update you.

We met with you on 14th November 2024 to discuss your complaint.

We advised that we would;

- 1) Ensure your engagement, and the engagement of others that you were aware of who had not been reached in our stakeholder engagement plans.
- 2) We advised that we would continue to look at ways that we can enhance our outreach programme, specifically to improve how we reach community members that are not internet connected.

Regarding point 1

- After several follow-up organizational conversations with ERM CVS social auditor [REDACTED], audit team members attended a meeting with you and community members and representatives on November 26, 2024 in Wonderkop as part of the IRMA Stage 2 audit of the Sibanye Stillwater Marikana Mine. I understand the Wonderkop meeting was well-attended and included village traditional authority representatives, youth, business owners, mine workers living in the community, local schoolteachers and other interested community members. Thank you for helping to facilitate this meeting and to community members that attended for participating in the Marikana Stage 2 audit process and providing valuable insights to audit team members during this session.

Regarding point 2

- We are reviewing our revising our stakeholder engagement methodology, enhancing the digital and non-digital outreach mechanisms where feasible. We are connected with IRMA on this topic, and will continue to work with them on ensuring a consistent approach taken by all Certification Bodies.

We trust that you will feel your complaint has been responded to professionally and appropriately and will now draw the matter to a close.

Should you wish to discuss anything further with us, please let me know.

Kind regards



[REDACTED]
Accreditation Director

London

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