



Limited liability company
NOVOSIBIRSK TIN PLANT
(OOO "Novosibiskiy Olovyannyi kombinat")
OOO "NOK"

Reliability, Responsibility, Quality since 1942

Russia, 630033, Novosibirsk, Ul. Mira, 62

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Complaints Policy on Conflict Minerals of Novosibirsk Tin Plant LLC

Novosibirsk

September, 1, 2020

Our Company Conflict Materials Policy is based on an initiative to ensure fair, legal and transparent trade in tin raw materials and tin products. Our company considers it necessary to maintain control over the trade in these materials. One of these control mechanisms is the consideration of complaints and appeals.

OOO "NOK" welcomes any complaints and appeals, including those related to the conflict minerals policy, as part of its continuous improvement and risk management.

The purpose of this policy is to use the mechanism for filing and considering complaints and appeals by all interested parties and the public in order to ensure responsible control over mineral resources (RMAP), the activities of metallurgical enterprises as part of the process of ensuring the responsible use of minerals, audit quality and auditor competence, supply chains of minerals and mining and processing initiatives, and the due diligence of RMI member companies in mineral supply chain control.

The Conflict Minerals Complaints Policy allows for comprehensive control of this process and, as a result, improves the quality of control by integrating complaints received into the supply chain risk assessment process.

The purpose of this policy is the participation of all stakeholders and the public in the control of mineral supply chains, which will allow comprehensive control of this process and, as a result, improve the quality of control by integrating the received requests into the supply chain risk assessment process.

Complaints and appeals are accepted in free form. A complaint or appeal can be sent by visiting the appropriate section on our website - www.nok.ru, in the section "Procurement Policy" or sent to the following email: rmi@nok.ru. To preserve the anonymity of complaints and appeals, contact information is not provided.

OOO "NOK" guarantees prompt consideration of received complaints and appeals, and submission from its side of a report on the inspection.

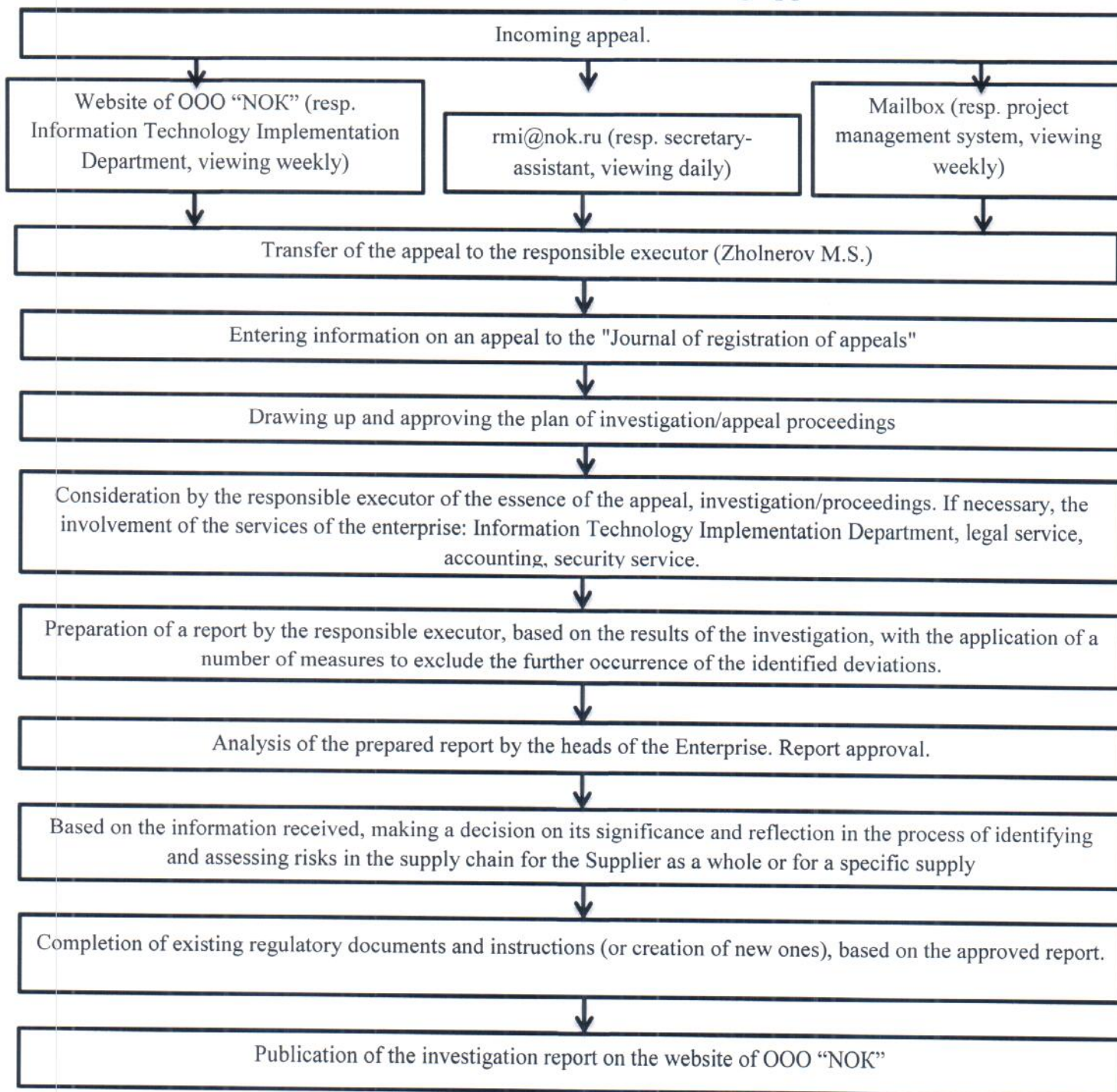
Director of OOO "NOK"

A handwritten signature in blue ink, appearing to be 'Fedorov', written in a cursive style.

Fedorov A.N.

to the Conflict Minerals Complaints Policy of OOO "NOK"

Algorithm for processing incoming appeals



Director of OOO "NOK"

Fedorov A.N.