GRIEVANCE MECHANISM

The purpose of this grievance mechanism is to provide a formal process for receiving, registering, investigating and responding to questions, concerns, suggestions, or grievances from community stakeholders. It is based on International Council on Mining & Metals' (ICMM) good practices for effective grievance management.

A "grievance" is an issue - including, but not exclusively related to human rights – between a company and an impacted stakeholder that should be received and resolved through the formal grievance mechanism.

With this grievance mechanism we aim to:

- Improve stakeholder relationships by demonstrating responsiveness and respect;
- Address concerns and prevent disputes from escalating. As such, it is important to maintain a relatively low threshold for grievances; and
- Facilitate learning in order to improve the management of impacts.

In addition to outlining SIL's Grievance Mechanism, this document also includes an Appendix with related documents.

- Appendix 1 – Channels of Reporting Grievances
- Appendix 2 – Grievance Resolution Process (Register, Review, Report and Resolve)
- Appendix 3 – Grievance Categories and Assignment
- Appendix 4 – Permissions

APPENDIX 1 - Channels of Reporting Grievances

By Internet: https://www.clearviewconnects.com/Home.htm?org=silvercrestmetalsinc&lang=en
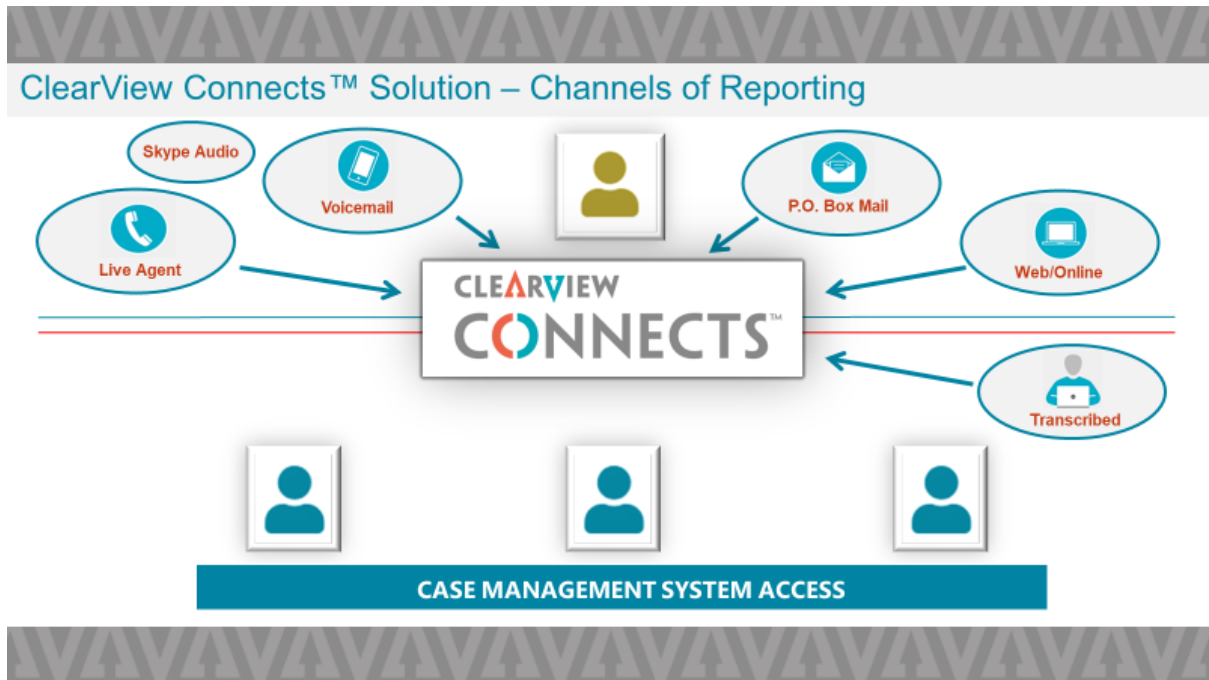
By Telephone: Toll free North America 1-866-729-7938
                Toll free Mexico 800-099-0527

By Mail: P.O. Box 11017
                Toronto, Ontario
                M1E 1N0

In person: Gral. Jesus García M. S/N, esquina con Gral.
                Pedro García C. CP. 84642.
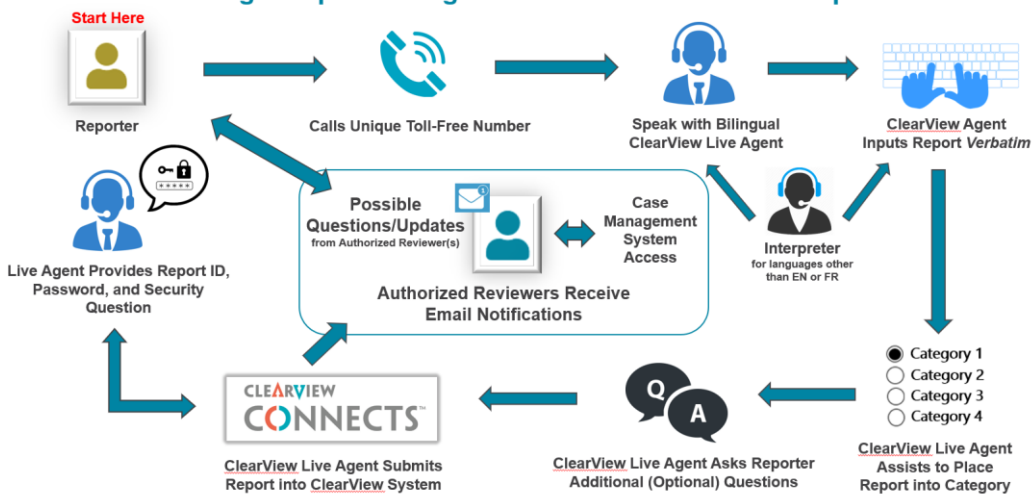   Colonia Centro, Arizpe, Sonora, MX

APPENDIX 2 – Grievance Resolution Process (Register, Review, Report and Resolve)

ClearView Connects™ Solution – Reviewing
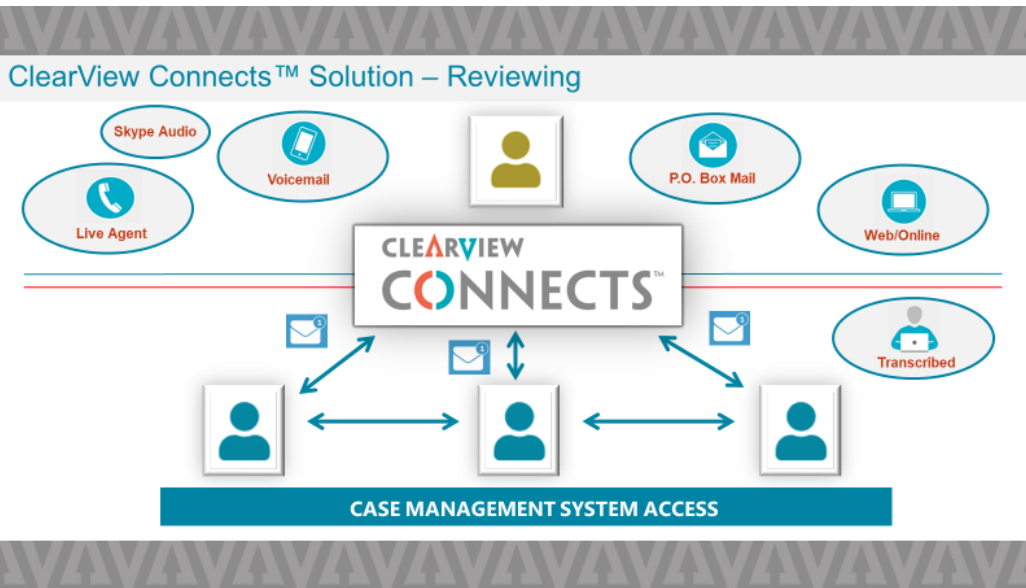
Submitting a Report through ClearView Connects™ - Web

Submitting a Report through ClearView Connects™ - Telephone

Appendix 3 – Grievance Categories and Assignments

Categories	CSR Manager	Gov't & Community Affairs Manager	Independent Director (Legal)	Audit Committee / Board Chair
1. **Integrity of Financial Reporting, Accounting and Operational Data** • Financial Reporting and Accounting • Manipulation or Falsification of Data			Reviewer#2	Reviewer#1
2. **Violation of Laws, Regulations, Policies and Procedures**	Reviewer#1	Reviewer#2	Oversee	
3. **Unethical Conduct and Conflict of Interest**	Reviewer#1	Reviewer#2	Oversee	
4. **Fraud and Theft** • Fraud • Theft			Reviewer#2	Reviewer#1
5. **Data Security and Privacy**	Reviewer#1	Reviewer#2	Oversee	
6. **Harm to People, Environment and Property** • Harm to People • Workplace Harassment • Workplace Health and Safety • Harm to the Environment • Harm to Property	Reviewer#1	Reviewer#2	Oversee	
7. **COVID-19**	Reviewer#1	Reviewer#2	Oversee	
8. **Organizational Issues** • Compensation and Benefits • Products and Customer Service • Management/Supervisor	Reviewer#1	Reviewer#2		Oversee
9. **Whistleblower Protection**			Reviewer#2	Reviewer#1
10. **Suggestions for Improvement**	Reviewer#1	Reviewer#2	Oversee (if applicable)	Oversee (if applicable)
11. **I'm Not Sure**	Reviewer#1	Reviewer#2	Oversee (if applicable)	Oversee (if applicable)
12. **Sensitive Reports**			Reviewer#2	Reviewer#1

Note: Delegated Reviewers include: Controller, Project Manager and Chief Financial Officer

Appendix 4 – Permissions

Permissions	Program Administrator	Master Reviewer	Authorized Reviewer	Delegated Reviewer	Transcriber User
View report summary information across all reports (excludes access to the details of reports unless also a Reviewer)	✓				
View all report details in the categories for which they are assigned to view.		✓	✓		
Only view reports that are delegated to them.				✓	
View Summary Reports showing an overview of the number and status of reports across categories that they have access to view.	✓	✓	✓		
Communicate with Reporter		✓		✓	
Make comments and/or add attachments visible to other Reviewers only.		✓	✓	✓	
Move reports between reporting entities and/or categories.		✓			
Delegate reports to Delegated Reviewers.		✓			
Close reports		✓			
Set report priority		✓			
Name reports		✓			✓
Transcribe reports	✓	✓	✓	✓	✓
Create Rules & Alerts to be notified if reports have not been actioned.	✓	✓	✓	✓	