



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

Reliability, Responsibility, Quality since 1942

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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 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.

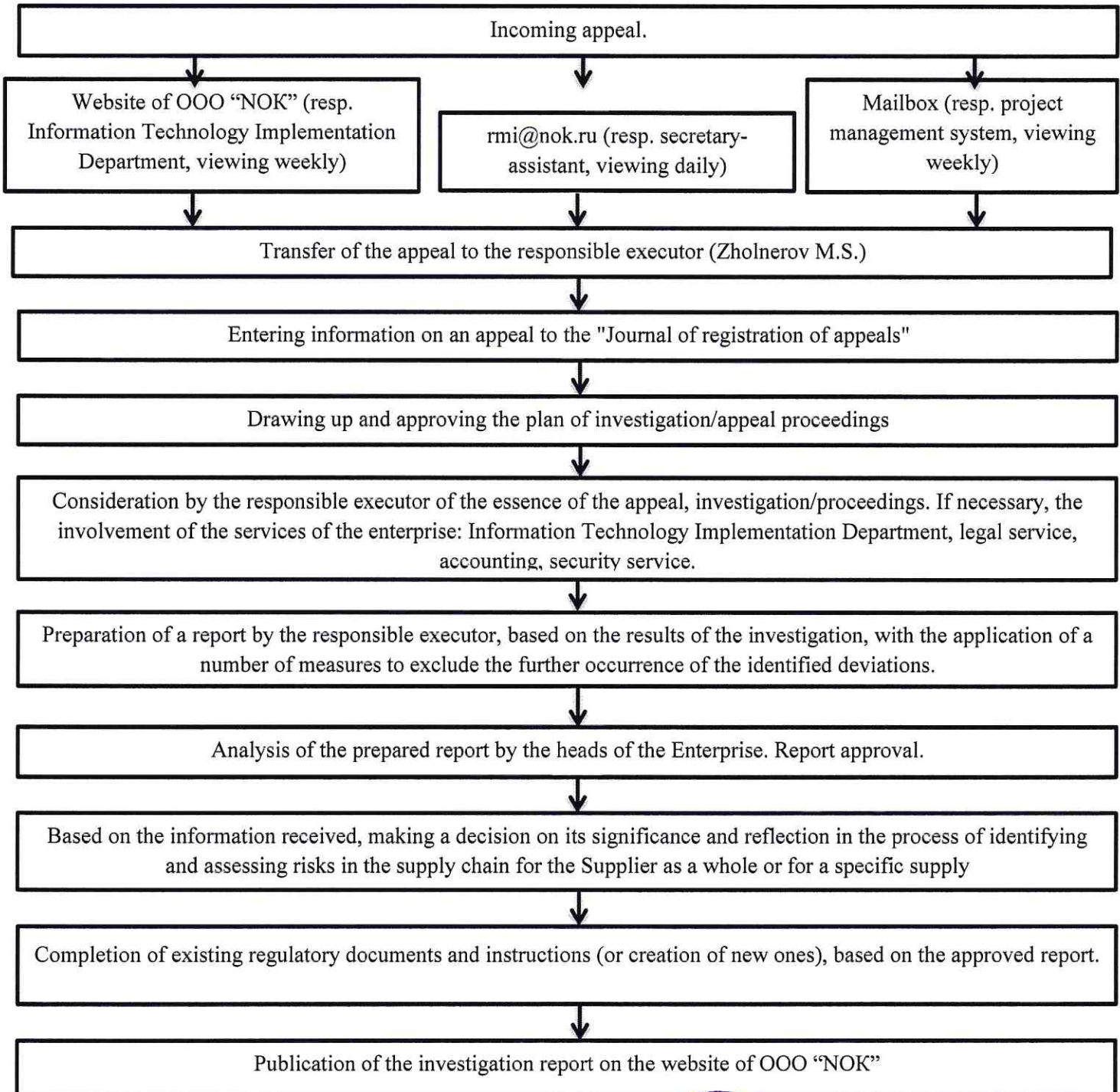
Director of OOO "NOK"



Fedorov A.N.

to the Conflict Minerals Complaints Policy of OOO "NOK"

Algorithm for processing incoming appeals



Director of OOO "NOK"



Fedorov A.N.