

16 November 2015

Catherine Coumens  
Miningwatch Canada

Patricia Feeney  
RAID UK

By email

Acacia Mining plc (“Acacia”) and North Mara Gold Mine Ltd (“NMGML”) confirm receipt of your letter dated 3 November 2015, forwarded by email dated 13 November 2015.

You have raised a number of queries in relation to our grievance and remedy mechanism. The first relates to your requests to NMGML Community Relations staff for an interview. Acacia and NMGML have internal policies in relation to authorised spokespersons in order to ensure that Acacia is complying with its public disclosure obligations in circumstances where information is likely to be published. Our Community Relations staff advised you that the General Manager of NMGML, Mr Gary Chapman, is an authorised spokesperson for the Company and would be available that day to discuss these queries with you. We understand that your travel commitments meant that you were not able to wait to meet with him at this time. As we have noted in our previous correspondence with you, our CEO has invited you to meet with him in London to discuss your concerns, and you can contact the undersigned to make this arrangement. If you do have queries arising from future visits to NMGML, we suggest that you advise us in advance of your visit so that we can arrange for a meeting at a mutually convenient time.

In relation to your requests for information regarding specific grievances that have already been lodged, NMGML will communicate with any appointed representative in relation to the grievance. Please provide a written authority from those individuals who wish you to speak on their behalf. Alternatively, for those who are not able to provide a written authorisation, those individuals can advise our grievance staff in person of their instructions in this regard.

For those individuals who have not yet lodged a grievance and wish to do so, these can be lodged by contacting NMGML’s Grievance Officers or Community Relations Officers or lodged at the Community Relations Office outside the main gate. The process is described in Swahili posters and leaflets available to the community. An overview and copies of the relevant material is also provided on our website: <http://www.acaciaminging.com/sustainability/our-material-areas/community-relations/grievance-mechanism.aspx>. In addition, members of the NGO, Search for Common Ground, are active in the area and can assist with referrals to the grievance mechanism.

You refer to a number of people who may require emergency assistance in advance of the lodgement or resolution of a grievance in relation to recent traffic incidents or the use of force by North Mara security employees. We routinely conduct investigations of any incidents or allegations that may possibly involve North Mara employees and are not aware of any cases that would fit this description. However, we are happy to investigate these claims if you provide further details. Nonetheless, as you are aware, we have in the past extended such assistance and will continue to do

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**Acacia Mining PLC**

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so in appropriate cases. Any such requests should be forwarded to NMGML in the same manner as set out above. If there are any individuals whom you have interviewed that are not able to contact any of NMGML's officers or visit the CR office, please provide us with their details and we will follow up directly with them.

We are in regular communication with individuals who have entered into resolution agreements, and discuss with them any issues raised in relation to the implementation of those resolution agreements. We are not aware of any obligations arising from resolution agreements that have not been satisfied by NMGML. Please provide us with any specific claims, with reference to the individual agreement and the section of the agreement that is said to be in issue. We will review and follow up on these points, either with the individual themselves or their authorised representative.

Acacia will provide an update on the grievances lodged at all of our operations in 2015 in our Annual Report, and we will ensure that a copy is sent to you on publication.

In relation to ongoing improvements, the grievance and remedy programme is periodically reviewed to incorporate developments in international best practice, together with procedural improvements. We are presently in the process of one of these reviews and welcome any suggestions that you may wish to provide to us.

Please contact me in order to arrange a meeting in our London office. Alternatively, if you are visiting Tanzania again, we can organise a time for you to meet with the NMGML General Manager.

Yours sincerely,



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Head of Legal and Compliance

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