

Community Feedback Protocol

The Community Feedback Protocol (CFP) provides an avenue for Indigenous Nation members, the public, employees, and contractors to provide feedback, submit complaints, or ask questions about the Eskay Creek Revitalization Project (the Project).

Feedback can be submitted through multiple avenues, including phone, email, and directly to certain staff at the Project site, and by mail, as follows:

- **E-mail:** engage.eskay@skeenagold.com
- **Mail:** 1133 Melville St Suite #2600, Vancouver, BC V6E 4E5
- **Phone number:** +1 236-521-5917
- **Staff:** Community members can share feedback in person during community engagement sessions with the Community Relations, Social Affairs, and Environment and Regulatory Affairs teams. Feedback may also be communicated to Community Relations liaisons at community engagements and onsite Tahltan Environmental Stewards.

Complaints of fraud, corruption, safety violations, environmental hazards, or other illegal activities should be directed to Skeena Resources Limited's (Skeena Resources) [Whistleblower Policy](#) rather than the CFP.

Feedback from Skeena Resources' employees (excluding contractors) on workplace matters should be directed to Skeena Resources' Human Resources department rather than the CFP.

Submissions can be made anonymously, although in such cases, Skeena Resources may be unable to follow up or provide a direct response. The following table outlines the steps of the CFP:

Step	Target Timeline ¹	Description
1. Acknowledge feedback	Within 48 hours of receipt of feedback	The Social Affairs team will endeavour to acknowledge feedback within 48 hours of receipt, where contact information has been provided. This acknowledgement will include an overview of the next steps in the Community Feedback Protocol.
2. Register feedback	Within 5 business days	<p>A member of the Social Affairs team will register the feedback and take appropriate initial actions, including:</p> <ul style="list-style-type: none"> • Referring the individual to external parties if the feedback is not within the scope of the Project; • Referring the feedback to a different internal resource and/or process as needed. This may include: <ul style="list-style-type: none"> ○ The Whistleblower Policy for complaints of fraud, corruption, safety violations, environmental hazards, or other illegal activities; or ○ The internal complaints process for Skeena Resources' employees (not including contractors) to raise workplace issues through Skeena Resources' Human Resources department. • Categorizing feedback by type of follow-up required (e.g., acknowledgement only, response to question, address concern raised, etc.); and • Identifying time-sensitive actions.

Step	Target Timeline ¹	Description
3. Assess feedback	Within 15 business days	<p>The Social Affairs team will:</p> <ul style="list-style-type: none"> Engage the appropriate department and/or manager regarding the feedback, collaborating where applicable to support the process. This may include collaborating on: <ul style="list-style-type: none"> Identifying proposed actions to address the feedback; and Communications with the individual who submitted the feedback.
4. Communicate and implement actions	Within 20 business days	<p>The Social Affairs team will communicate the proposed action(s) to the individual who provided feedback.</p> <p>The Social Affairs team, with relevant departments as needed, will implement actions.</p>
5. Monitor outcomes and follow-up	Within 35 business days (or otherwise agreed upon timeline)	<p>The Social Affairs team will:</p> <ul style="list-style-type: none"> Monitor the implementation of actions, in collaboration with other departments as needed; and Communicate updates on actions to the individual. <p>Feedback will be considered closed when actions have been implemented unless otherwise agreed upon with the individual.</p>

Notes:

Project = Eskay Creek Revitalization Project; Skeena Resources = Skeena Resources Limited or Skeena Gold + Silver

¹ *Target timelines are intended to be a business standard and not a formal commitment. Timelines could be longer than the target due to complexity, onsite conditions, or other factors. Where deviations from the target timeline are expected in advance, they will be communicated to individuals who provide feedback to support a transparent process.*