



Brumadinho's Reparation

September 2022



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Disclaimer

Brumadinho's Reparation Journey



¹ UN Basic Principles and Guidelines on the Right to a Remedy and Reparation

Ensuring an integral reparation is a multifaceted operation



Search for Victims



Building local infrastructure



Supporting local business



Environmental monitoring



Indemnification agreements



Main lessons learned with Brumadinho dam collapse

Taking **responsibility** for the facts and their consequences is the first sign of our commitment to remedy.

Empathy and **compassion** gain a deeper meaning in view of the losses of those affected.

Active listening and **presence in the field** to understand and legitimize demands.

Discussions founded on **technical bases** and **KPIs** deflate ideological conflicts.

Humility is a mandatory ingredient to deal with such a sensitive situation.

Strong management and **operational discipline** are crucial for a successful recovery.

Communicating can't be perceived as **advertising**. Tone of voice must be adjusted to the perspective of the affected.

Don't be afraid of difficult conversations with **critical stakeholders**. Distance and silence are fatal blows to rebuilding trust.

