



CONSTRUCTION COMPLAINT COMMUNICATIONS PROTOCOL

GLOBALFOUNDRIES is committed to providing the Towns of Malta and Stillwater communities with a well defined communications process during construction of Fab 2, Module I. As with all construction projects, there is a need to provide a mechanism for complaint resolution in order to identify valid issues of noise, traffic and logistics that affect surrounding neighborhoods and offer viable mitigation measures. To this end, GLOBALFOUNDRIES in conjunction with its Construction Manager, M + W Zander have developed the following Construction Complaint Communications Protocol.

- Staffing Involved in the Complaint Communications Process
 - Community Relations Manager (CRM)
 - The Community Relations Manager is appointed by M + W Zander and is the central point of contact for the community in the construction complaint communication process.
 - Responsibilities of the CRM include:
 - i. Providing regular community updates of project progress
 - ii. Management of the complaint communication process
 - iii. Providing 24/7 'live' phone coverage for complaints
 - iv. Maintenance of the Community Input Log
 - v. Review and determination of complaint validity
 - vi. Coordination with GLOBALFOUNDRIES and M + W Zander
 - vii. Presentation and documentation of mitigation measures.
 - Project Manager (PM)
 - M + W Zander's PM has the responsibility for all Fab 2, Module I construction activity. The PM will meet with the CRM on a regular basis to review construction progress, schedule and issues that require community notification. Once advised of a valid complaint the PM will work with the CRM and GLOBALFOUNDRIES to develop optional solutions.
 - Town of Malta Project Manager (MPM)
 - The MPM has been appointed by the Malta Town Board to be their technical advisor during the course of the project. The MPM will work closely with the CRM to meet on a monthly basis with the Town and quarterly with the community to review project progress and the Complaint Communications Process.
 - The CRM will meet weekly with the MPM to review the Community Input Log as well as related issues.
 - Watchman's Office
 - A Watchman's Office will be established at the Stone Break Road site entrance at the appropriate time during the construction process. Once established, the Watchman's Office will be accessible by phone 24/7 and will provide 'live' coverage to field and direct construction complaint calls and inquiries when the CRM is not available. Both the CRM and PM will be notified of these calls immediately.



- Prior to establishment of the Watchman's Office, an answering service will provide 'live' coverage when the CRM is not available. Both the CRM and PM will be notified of these calls immediately.
- Construction Complaint Communications Protocol
 - GLOBALFOUNDRIES and M + W Zander have established the following protocol to identify and document construction related complaints. This process will provide an avenue for the community to communicate through the CRM to other appropriate parties in order to resolve these issues.
 - Registering a Complaint
 1. Call the Complaint Hotline - 518-899-0127. This number will be answered by a 'live' person 24/7. The CRM will be notified immediately of the receipt of a complaint via this number. The MPM and PM will also be notified immediately.
 2. The CRM will follow-up with the complainant:
 - Within two hours if the complaint relates to current, active construction activity.
 - Within 24 hours if the issues relates to activities not currently in progress.
 3. The CRM will remain the point of contact throughout the complaint resolution process.
 4. The CRM will document correspondence and phone calls on the Project Issues Form and Community Input Log.
 - Documentation of Complaints
 - Complaints will be recorded on two forms: The Project Issues Form (Document MW-1, attached) and Community Input Log (Document MW-2, attached).
 1. The Project Issues Form will be completed by the CRM upon initial complaint and formalized by review and signature of the complainant. The Project Issues Form will be used internally within the FAB 2, Module 1 project team to ensure complaints are reviewed and resolved.
 2. The information from the Project Issues Form will be recorded on The Community Input Log, which is a summary of issues documented from the process, including actions taken and status of resolution. All complaints made through the Complaint Hotline will be recorded to ensure a consistent format and record of complaints. An update will be given at quarterly meetings with the Town Board.
 - Complaint Resolution
 - The CRM will ensure the Complainant is contacted in a timely manner after reporting issues via the Complaint Hotline.
 1. Within two hours if the complaint relates to current, active construction activity.
 2. Within 24 hours if the issues relates to activities not currently in progress.
 - If the complaint is noise related:

The CRM will take noise readings on site to verify and quantify the issue. If any of the thresholds are exceeded the following steps are to be taken:

 1. Upon review of the noise issue the CRM may request more accurate sound readings from the Noise Monitoring Consultant, who will set up noise monitoring equipment within 24 hours of the CRM's visit to confirm any exceedance.



2. If an exceedence is confirmed then based on the CRM's investigation and in conjunction with the PM; the issue will be reviewed and addressed. If equipment noise related, the offending equipment will be identified from the signature testing
 3. The noise source and/or activities will be modified by BMP to bring the noise generated by the activity below exceedence levels.
 4. If modifying the noise source does not result in a successful reduction then noise mitigation measures shall be enacted.
 5. If implementing noise mitigation measures does not result in a successful reduction then identified use of offending equipment and/or activities shall be discontinued.
- Upon completion of mitigation activities, the CRM will review with the MPM prior to contact with the complainant. Upon this review the complainant will meet with the CRM to review resolution. All actions related to the complaint, including status and method of resolution will be recorded on the Community Input Log.
- Communication with the Community
- The MPM in conjunction with the CRM will schedule and conduct quarterly Community Meetings to provide updates on construction progress, schedules and issues. The Community Meeting schedule will be communicated by the Project web site.
 - A monthly review meeting will be scheduled with the Town of Malta and will include the MPM, CRM, and other representatives of GLOBALFOUNDRIES and M + W Zander.
 - The Complaint Hotline number will be posted on the Town of Malta and Town of Stillwater web sites as well as on the Project web site.
 - Additional methods of communication will be established as indentified/needed.



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