

	Document number	Document issue
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Document name	Complaints, Grievances and Concerns Policy in relation to Precious Metals Supply Chain and Provenance Claim	
Document originator	G Magid	
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Change Control				
Version	Date	Description of changes	Name	Status
1.0	16-01-2014	New Policy	G Magid	Generated
1.0	01-09-2016	Annual review	G Magid	Reviewed
1.1	26-07-2019	Annual review and added Provenance claim to the policy	T Pelser	Reviewed
2.0	30-04-2021	New template	T Pelser	Updated
2.0	23-11-2022	Annual review	C Kroezen	Reviewed
2.1	26-09-2023	Changes to policy statement	T Pelser	Updated

Previous review date	30-04-2021	Next review date	01-04-2023
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Approver	T Pelser	Date	04-01-2023
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Complaints, Grievances and Concerns Policy in relation to Precious Metals Supply Chain and Provenance Claim

1. Purpose

Metal Concentrators SA (Pty) Ltd ("MetCon" or "the Company") is committed to provide to all stakeholders, suppliers and employees a channel to raise concerns, grievances and complaints about the businesses, organisations, individuals or activities in the precious metal supply chain and in relation to the provenance claim.

2. Policy statement

It is the policy of MetCon not to obtain materials from Conflict-Affected Areas (the DRC and adjoining countries) as defined under Section 1502 of the Dodd-Frank Wall Street reform and Consumer Protection Act or any other high risk country or supplier as defined by the MetCon Supplier Risk Assessment policy and, as such, that no materials are purchased from any suppliers that may not conform to this policy.

MetCon has implemented policies and procedures to ensure due diligence in this regard in relation to precious metal suppliers and their conformity with them.

Concerns, grievances and complaints regarding the supply chain and provenance claim can be raised by contacting the Company Secretary or the RJC Compliance Officer either via email at compliance@metcon.co.za or telephonically.

Every report, complaint or grievance in respect of the above mentioned is to be documented in the [Grievance Register](#) held by the RJC Compliance Officer.

The matter is to be investigated further by the Company's Executive Committee until a conclusion is reached after which this will also be documented in the register. Based on the outcome of the investigations, appropriate actions will be taken to ensure there is no compromise of the MetCon policies. All matters raised will be treated confidentially.