

External Grievance Policy
Last revised: 14 June 2023

1. Introduction

This document outlines RCS Global Group's (RCS) external grievance mechanism which defines the company's procedure to receive, evaluate and respond to any external complaints raised by external parties in regards to the company's services.

RCS is committed to address any grievances submitted in relation to its services in a timely and objective manner. Services include, but are not limited to, advisory and consulting, Better Mining upstream services, audit and certification services. RCS also provides our grievance channel for Better Mining participating mine sites with no access to a formal grievance mechanism.

RCS accepts complaints from any internal or external stakeholder with an interest RCS Global services subject to the complaint. This includes, but is not limited to:

- RCS employees and auditors
- External experts contracted to complement audit teams
- Audited entity
- Specific certification schemes for which RCS is an accredited or approved auditing body
- Better Mining participating mine sites and internal and external stakeholders (e.g. exporters, operators, cooperatives, miners, community members etc.)

2. Complaints by internal parties

Any internal complaints or grievances are addressed in accordance with RCS' Internal Grievance Procedures.

3. Complaints by external parties

Any complaint must be submitted to RCS in writing and must include supporting evidence for the claim made. An external party may lodge a complaint through the RCS website, <<https://www.rcsglobal.com/grievances/>> or by emailing grievances@rcsglobal.com. Each complaint submitted is received by an RCS Director who will acknowledge receipt within two (2) working days following submission.

4. Procedure to address complaints

RCS will review the complaint in accordance with the following procedure:

The RCS Director determines the acceptability of the complaint. Complaints are accepted if they:

- relate to an RCS service
- include sufficient objective evidence to reasonably support the complainant's claim
- are submitted in good faith

Where a complaint does not fulfill the conditions under point 1, RCS will inform the complainant of this decision, including the reasons for RCS to reject the complaint. If

applicable, the complainant will be informed of the appeals mechanism of a specific certification scheme related to the complaint.

Where a complaint relates to a Better Mining participating mine site that is utilising RCS Grievance channel in lieu of their own, RCS will forward the anonymous complaint to the relevant stakeholders at the appropriate Better Mining participating mine site.

Where a complaint is accepted, RCS will conduct an investigation covering all elements of the complaint.

Upon completion of the investigation, the complainant will be informed by RCS of the conclusion of the investigation and the corrective actions identified (if any) to address the complaint.

RCS takes one of the following courses of action to address each complaint:

- Dismissal of the complaint
- Acceptance of the complaint, no corrective action required
- Acceptance of the complaint, corrective action required

5. Appeals

Where the complaint relates to a specific certification scheme that offers interested parties a mechanism to lodge complaints in regards to audit or certification activities carried out under the scheme, RCS will inform the complainant of the existence of such complaints mechanism. RCS agrees to cooperate with any specific certification scheme in the investigation and, if applicable, corrective actions for a complaint related to RCS audit or certification services. Where the complaint is raised related to a Better Mining participating mine site, RCS will inform the complainant of the appeals process for the Better Mining participating mine site.