



GRIEVANCE MECHANISM PROCEDURE

The purpose of this document is to formalize the management of grievances from stakeholders of Tigris Gold Refinery to minimize the social risks to the business. The grievance process, outlined in the document, provides an avenue for stakeholders to voice their concerns and gives transparency on how grievances will be managed internally, which aims to reduce conflict and strengthen relationships between external stakeholders.

Scope: The grievance mechanism procedure applies to all Internal and external stakeholders of our operations and exploration activities. This procedure cover grievances raised by internal stakeholders, such as employees, who are to refer to the company's internal grievance standard and external Stake Holder like Government and Regulatory Bodies, Suppliers, Customers, Financial Institutions, International Organizations and Industry Associations.

Specific and localized grievance mechanisms may need to be put in place for future development projects, which consider local language and customs.

Definitions

Term	Definition
Grievance	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants addressed by the company in a formal manner.
Grievance mechanism	A formalized way to accept, assess and resolve community complaints concerning the performance or behaviour of the company, its contractors, or employees. This includes adverse economic, environmental and social impacts.
Internal Stakeholders	Groups or Individuals within a business who work directly within the business, such as employees and contractors.
External Stakeholders	Groups or individuals outside a business who are not directly employed or contracted by the business but are affected in some way from the decisions of the business, such as customers, suppliers, community and the government.

Grievance Reporting Channels

The company will communicate this procedure to its stakeholders to raise awareness and offer transparency of how stakeholders can voice their grievances. Various channels for external stakeholders to raise their grievances formally include.

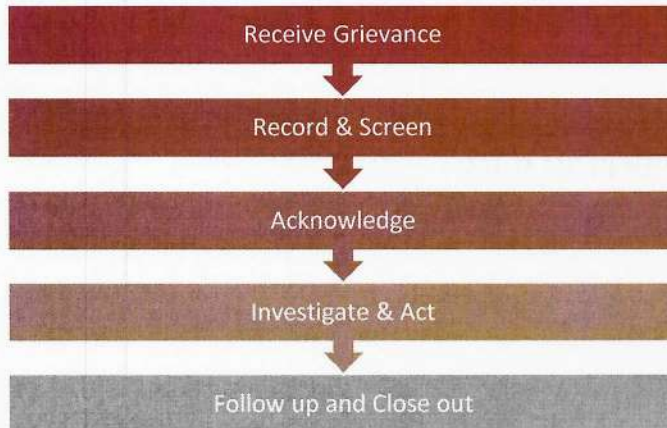
1. **Telephone :** Stakeholders can call Tigris Gold Refinery on +971-6-5527773 and speak to its compliance department.
2. **Fact to face:** Stakeholders can voice their grievance to any employee who will then escalate using the correct process.

ROLES AND RESPONSIBILITIES

Roles/Position Title	Responsibility
Grievance Owner	Employee investigating the grievance and liaising with the external stakeholders. Developing resolutions and actions to rectify any issues. Follow up and track progress of grievance. Document any interactions with external stakeholders.
Stakeholder Contact Officer	Receive grievances and assign a grievance owner Make sure the grievance mechanism procedure is being adhered to and followed correctly. Maintains grievance register and monitor any correspondence. Raise internal awareness of the grievance mechanism among employees and contractors.
Employees	Receive grievances in person. Report grievance to the Stakeholder Contact Officer by lodging the Grievance letter

GRIEVANCE MECHANISM PROCESS

The figure below describes the process that will be used to resolve any grievances:



Actions: The Grievance mechanism policy shall be revised as per requirement from time to time to establish the procedure to its fullest effect.

Complaint Policy

Introduction

Tigris Gold Refinery seeks to maintain and enhance its reputation of providing its customers with high quality services.

Tigris Gold Refinery values complaints as they assist in improving its services levels and relationships with customers, suppliers and stakeholders.

Tigris Gold Refinery has established a Customer Complaint Policy that covers all stakeholders that are impacted by Tigris Gold Refinery's operations including customers, suppliers, intermediaries and all other relevant entities or individuals that participate in the supply chain.

Objective

To develop a Customers Complaint Policy that includes reassuring clients that **Tigris Gold Refinery** values their feedback and is committed to resolving any issues in a fair, timely and efficient manner; the main objective of this policy is to ensure that:

- ✓ All Tigris Gold Refinery staff members and stakeholders are aware of the complaint lodgement and handling process
- ✓ Customers and staff members understand the complaint handling policy
- ✓ Complaints are investigated with a balanced view of all information and/or evidence.
- ✓ Tigris Gold Refinery takes all reasonable steps to actively protect customers' information in a highly confidential manner
- ✓ Customers' complaints are considered on its merits considering individual circumstances and needs.

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Scope

Tigris Gold Refinery customer's complaint policy covers customer, suppliers and any participant in the supply chain, it enables external stakeholders to voice concerns relating to Tigris Gold Refinery supply chain and related risk management processes.

Moreover it covers

- ✓ How customers can make a formal complaint
- ✓ Identify steps in discussing, escalating and resolving complaints
- ✓ Indicate some of the solutions and root cause of addressed complaints
- ✓ Inform customers with solutions and reassure our commitment to continuous improvement

Definition of a complaint

In this policy a complaint means an expression of dissatisfaction that may be raised by the customers, suppliers, intermediaries and all other relevant entities/individuals participate in the supply chain.

How a complaint be made?

If any of the concerned parties are dissatisfied with any of the services rendered at any stage of the supply chain, the customer should in the first instance consider speaking directly with the staff member/s it has been dealing with. If the Client is uncomfortable with this or considers that the relevant staff member is unable to address its concerns, the customer can lodge a complaint with Tigris Gold Refinery in the following ways:

- ✓ By completing a feedback form on the Tigris Gold Refinery website
- ✓ By calling any of Tigris Gold Refinery senior management by telephone
- ✓ By writing an email to: customer compliance@tigrisgold.com

Note: the recipients of this email are the senior heads that represent different areas in Tigris Gold Refinery

Nature of customer's complaint

Tigris Gold Refinery encourages its customers, suppliers and all participants involved in the supply chain to officially document and submit their dissatisfaction at any point of time through the authorized means mentioned above. Tigris Gold Refinery's management treats all customer's complaints with confidentiality, fairness and objectivity, and depending on the nature of the submitted complaint, the below process is mandated:

A. Day to Day related customer's complaint

A Day-to-Day related customer complaint is any complaint received through any of the above-mentioned means, related to daily functions at any stage of the supply chain. Below is a non-exhaustive, indicative list of example complaints:

- ✓ Scrap weight mismatching
- ✓ Refinery results, mismatch between Assay reports
- ✓ Arguments over melting loss
- ✓ Delay in receipt/delivery

Day to Day related customer's complaint escalation process

In case the complaint relates to any of the day to day functions the respective head in the related area should:

- ✓ Contact the customer to collect more information if required
- ✓ Evaluate the complaint and exert best efforts to resolve it at first instance
- ✓ In the event that the respective Head is unable to resolve the complaint within one working day, the complaint is to be escalated by the respective Head to senior management for objective discussion and decision.
- ✓ Day to day complaints to be resolved in accordance to Turn Around Time of 48 to 72 working Hours from the time it has been officially received.
- ✓ After a decision has been made by the Tigris Gold Refinery senior management the respective Head will contact the customer to provide feedback and details of the proposed rectification process.
- ✓ All Complaints must be forwarded to Tigris Gold Refinery compliance for lodgement in the customers' complaint Log

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Tigris Gold Refinery Compliance Officer role

- ✓ Collect all required information related to the addressed complaint
- ✓ Execute fair and unbiased investigation to the complaint based on details given and supporting documents
- ✓ Inspect all documents/ reports that are related to the complaint
- ✓ Prepare an official investigation report along with recommendations proposing target dates within the set time frame
- ✓ The recommendations to be discussed and agreed upon with the concerned parties mentioned above
- ✓ Ensure that the customer has been contacted and updated with the proposed rectification process and/or decision based on case by case
- ✓ Log the complaints in the LOG that includes:
 - a. Customer name
 - b. Date & Time of complaint
 - c. Method of complaint receipt
 - d. Involved area and/or staff
 - e. Action taken along with dates and evidence (if any)
 - f. Status along with date
 - g. Customer feedback

B - Procedures related customer's complaint

Procedures related customer complaint - In case the complaint is related to Tigris Gold Refinery procedures or any of Tigris Gold Refinery involved staff.

Once the procedure complaint has been officially received through any of the authorized methods, the respective Head in related area must:

- ✓ Contact the respective customer and collect more information (if required)
- ✓ Escalate the complaint to the Tigris Gold Refinery senior management and Tigris Gold Refinery Compliance Officer and any other parties involved in the complain

TIGRIS GOLD REFINERY COMPLIANCE OFFICER ROLE

- ✓ Collect all required information related to the addressed complaint.
- ✓ Execute fair and unbiased investigation to the complaint based on details given and supporting documents
- ✓ Inspect all documents/reports that are related to the complaint
- ✓ Communicate with all Tigris Gold Refinery involved staff.
- ✓ Prepare an official investigation report along with recommendations proposing target dates within the set time frame.
- ✓ The recommendations to be discussed and agreed with all concerned parties
- ✓ Ensure that the rectification process is communicated officially to the customer by the respective Tigris Gold Refinery head
- ✓ In case the complaint is related to any of Tigris Gold Refinery staff, the same process is to be followed whereby disciplinary action is to be decided by senior management as per their consent (based on case by case)
- ✓ When the complaint is about one of Tigris Gold Refinery staff members, Tigris Gold Refinery management exerts best efforts to maintain objectivity by:
 - ✓ Informing the staff member of any complaint about their performance and/or attitude
 - ✓ Providing them with an opportunity for appropriate support
 - ✓ Updating them on the complaint investigation and the result
- ✓ Log the complaints in the LOG that includes:
 - ✓ Customer name
 - ✓ Date & Time of complaint
 - ✓ Method of complaint receipt
 - ✓ Involved area and / or staff
 - ✓ Action taken along with dates and evidence (if any)
 - ✓ Status along with date
 - ✓ Customer feedback

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Tigris Gold Refinery Customer complaint LOG to be maintained, monitored by the Tigris Gold Refinery Compliance Officer who must:

- ✓ Ensure prompt update to the mentioned LOG, identifying status of complaint
- ✓ Follow up with concerned parties until final rectification
- ✓ Conduct an unbiased investigation when and as required and as stipulated above
- ✓ Communicate with all Tigris Gold Refinery concerned parties to reach a fair conclusion to the addressed complaint
- ✓ Ensure that the investigation is handled with confidentiality and disclosure is based on "Need to Know" rule
- ✓ Review the Complaint LOG on a monthly basis to ensure that all complaints are properly and promptly handled within the set time frame
- ✓ Identify and escalate long pending complaints to Tigris Gold Refinery senior management for prompt action
- ✓ In case of any long pending items the Tigris Gold Refinery Compliance Officer must escalate directly to Tigris Gold Refinery senior management

Turnaround Time (TAT) for complaints resolution

- ✓ To ensure prompt handling and resolution of any customer's complaint, Tigris Gold Refinery management has set a time frame to close all customer complaints based on their nature as above:
- ✓ Due to the sensitive and fast nature of the bullion business, all day to day related complaints are to be resolved within TAT 48 to 72 working Hours since it has been officially received.
- ✓ Procedures related complaints are to be resolved within 12 working days since it has been officially received.
- ✓ TAT must be strictly followed at all times any exception is approved by the Tigris Gold Refinery president .

Customer's complaint record retention

Tigris Gold Refinery must retain of all records and documentation related to customer complaints for a period of 5 years after the closure of such complaint.

Where to get Help – For any queries or assistance please refer the respective Tigris Gold Refinery Manager or Tigris Gold Refinery Compliance Officer

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