



PROCEDURE DOCUMENT

Document Title: Grievance Mechanism

VERSION NUMBER	REVIEWERS DATE	NEXT REVIEW	REVISION DETAILS
1	17 Feb 2022	March 2023	Nikki Pavlakis

Natural Precious Metals (Pty) Ltd (“NPM”) has established this grievance procedure to hear concerns about circumstances in the supply chain involving gold from conflict-affected areas.

Nikki Palvakis is responsible for implementing and reviewing this procedure.

Concerns can be raised by interest parties via E-Mail or telephone to:

- Name – Nikki Palvakis,
- Telephone – 084 777 6966
- E-Mail – Nikki@npmkzn.co.za

On receiving a complaint, we will aim to:

1. Get an accurate report of the complaint,
2. Explain our complaint procedure,
3. Find out how the complainant would like the complaint handled,
4. Decide who should handle the complaint internally, or help redirect the complaint to a more appropriate entity, such as the relevant supplier, or an institution, such as a relevant industry body,
5. Where the issue can be handled internally, seek further information where possible and appropriate,
6. Identify any actions we should take, including monitoring the situation,
7. Advise the complainant of our decisions or outcomes,
8. Keep records on complaints received and the internal process followed, for at least five years.

Endorsed and signed:

Date

Signature