



GRIEVANCE MECHANISM PROCEDURE

The purpose of this document is to formalize the management of grievances from stakeholders of Auric Hub 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 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.

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.

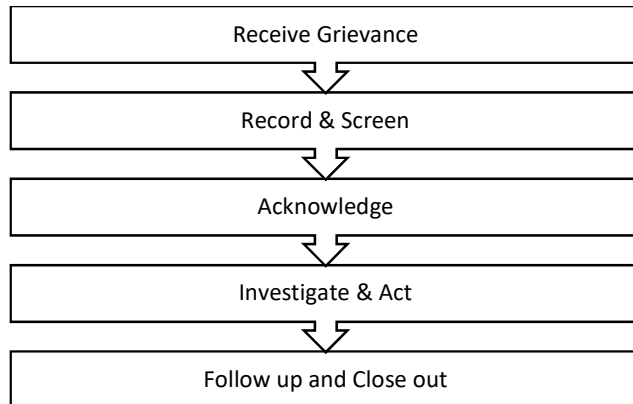
1. Telephone Stakeholders can call Auric Hub on +971 521574390 and speak to its compliance department.
2. Fact to face Stakeholders can voice their grievance to any employee who will then escalate using the correct process.

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.