Policy Document

SILICA RESOURCES
AUSTRALIA

Stakeholder Grievance Policy

Silica Resources Australia Limited

ACN 655 231 066

Approved by the Board on 18 October 2024

Policy reviewed every two years.
Next Review date: October 2026

STAKEHOLDER GRIEVANCE POLICY

Introduction

This Stakeholder Grievance Policy (Policy) has been established by the board of directors (Board) of Silica Resources Australia Limited, ACN 655 231 066 (the Company).

This Policy outlines and formalises the Grievance Process for the Company and its stakeholders and provides an avenue for stakeholders to voice their concerns and offers transparency on how Grievances will be managed internally, with an aim to minimise conflict, avoid unnecessary escalation of issues and strengthen relationships between External Stakeholders.

Scope

This Policy applies to all External Stakeholders who are involved with or impacted by the Company's business. This Policy does not cover Grievances raised by internal stakeholders (such as employees).

Definitions

Unless the context otherwise requires, in this Policy:

External Stakeholder means 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, communities, NGOs and the government.

Grievance means an issue, concern, problem or claim (actual or perceived) that an individual or group wants addressed by the company in a formal manner.

Stakeholder Register means the register in which the Grievance is recorded.

Party means one of the parties responsible for the Grievance.

Process means a formalised process to listen, understand, assess and resolve an External Stakeholders grievance about the Company's activities or employees.

Objectives

The objectives of this Policy are as follows:

(a) provide a framework for stakeholders' issues or concerns to be addressed in a timely and effective manner;

(b) investigate, record and monitor stakeholders' concerns;

(c) build trust as an integral component of broader community relations activities;

(d) provide transparency as to how the Company manages and responds to stakeholder concerns and issues;

(e) enable more systematic identification of emerging issues, with an aim to facilitate

corrective action and pre-emptive engagement; and

(f) have fair, effective and lasting outcomes.

Reporting Channels

External Stakeholders can express their grievances by contacting the project team. The team will help identify the best person internally in the company to assist with resolving the grievance.

Contact

P: 1800 1 SILICA (174 542)

E: info@silicaresources.com.au

Personal details may be requested to assist the formal investigation and subsequent resolution of the Grievance.

Grievance Process

1. Complaint received

When a stakeholder lodges a Grievance, they must provide the following information:

(a) full name, contact details and preferred contact method; and

(b) details of the Grievance, including:

(i) the date and time the Grievance took place;

(ii) what parties were involved, and in what capacity;

(iii) a summary of the Grievance; and

(iv) provide any photos, videos or documents which might assist in investigating the Grievance

2. Complaint acknowledged

All formal Grievances will be registered in the Stakeholder Register.

3. Assess and investigate

The Stakeholder Relationship Manager will be responsible to assess the level of the severity of the Grievance which will be categorised under one of the three below levels:

Category Description	Grievance Owner
Level 1: When answer can be provided immediately and/or the Company is already working on a resolution.	Stakeholder Relationship Manager
Level 2: One off Grievances that will not affect the reputation of the Company.	Stakeholder Relationship Manager
Level 3: Repeated, extensive and serious Grievances that may jeopardise the reputation of the Company.	Stakeholder Relationship Manager / Board

The investigation may require the relevant Party above to complete a number of activities which include, but are not limited to:

(a) contacting External Stakeholders;

(b) conducting meetings and discussions;

(c) making site visits; and

(d) consultation with other employees.

4. Grievance Resolution

Once the appropriate Party is satisfied that the Grievance is resolved, there will be a response delivered to the stakeholder.

5. Follow up and close out

Following the formal response, the Stakeholder Relationship Manager will contact the stakeholder to understand whether the stakeholder is still satisfied with the response and the Process to which the Grievance was resolved. The notes of the conversation will be recorded on the Stakeholder Register to ensure this feedback is documented internally.

6. Monitor

All stakeholder Grievances will be reported twice a year to the Board to ensure that the assessment and resolutions of Grievances are appropriately dealt with.

7. Information and Document Management

All records, including Grievance forms, interviews, minutes and investigation notes will be filed on the Stakeholder Register.

8. Review of the Policy

This Policy shall be reviewed every two years by the Board to ensure that it is operating effectively and ascertain whether changes are required to the Policy.