

## Southern Cross Gold Complaints Management Framework

Southern Cross Gold Consolidated (SXGC) is committed to transparent, fair and timely management of community concerns. To support this, SXGC has implemented a formal **Complaints Management Framework** designed to ensure all enquiries and complaints are handled consistently, respectfully and in accordance with good governance practices.

### Purpose

The purpose of this framework is to outline and formalise the complaints management process for SXGC and the community, providing a process for community member to have their concerns heard, investigated, and responded to by SXGC within an appropriate timeframe.

### Scope

This policy applies to:

- Complaints relating to SXGC's exploration and operational activities
- Requests for information or clarification

### Framework objectives

The objectives of this framework are to:

- Provide avenues for the community to lodge formal complaints with SXGC
- Provide a framework for issues or concerns to be addressed in a timely and effective manner
- Investigate, record, and monitor concerns
- Provide transparency as to how SXGC manages and responds to concerns and issues

### Lodging a complaint

Community members can lodge a concern via SXGC's **online complaints form**, which requests key information needed to understand and address the issue. Complaints lodged outside the formal system (e.g., direct emails) will be acknowledged and redirected to the formal process.

Anonymous complaints will not be accepted. Please note that personal details of complainants will not be released to any third party, and will only be used internally by SXGC to support its investigation and subsequent resolution process.

For transparency, complaints may be reported in the SXGC's monthly community and ESG reporting as aggregated data that will not identify individual complainants.

### Assessment and Triage

Once received, complaints are categorised by severity and type (e.g., environmental, safety, access, amenity, general enquiry) and allocated for follow-up in accordance with SXGC's response timeframes.

### Response Timeframes

- **Level 1 (urgent):** 1–2 business days



- **Level 2 (standard):** 5–10 business days
- **Level 3 (low-priority/general enquiry):** 10–20 business days

If a matter requires additional investigation, SXGC will notify the complainant of expected timelines.

### **Record-Keeping and Reporting**

All complaints will be logged and tracked to ensure:

- Consistency
- Transparency
- Appropriate closure of issues
- Reporting to regulators occurs when required

### **Behavioural Expectations**

SXGC maintains a respectful working environment. We may decline to engage with correspondence that is or may be abusive, harassing, menacing, defamatory, repetitive, vexatious or submitted outside the formal process.

### **Privacy**

All personal information collected through the complaints system is handled in accordance with SXGC's privacy obligations.