



# ZION PRECIOUS METALS

## Supply Chain Grievance Procedure

Zion Precious Metals has established this grievance procedure to hear concerns about circumstances in the supply chain involving gold and or platinum metals from conflict affected areas.

Vlad Ryvkine (Managing Director) is responsible for implementing this procedure and concerns can be raised by interested parties via e-mail or telephone to:

Vlad Ryvkine

Cell No: 079 927 5448

Email: [vryvkine@zionpreciousmetals.co.za](mailto:vryvkine@zionpreciousmetals.co.za)

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint
- Ascertain how the complainer would like the complained attended to
- Decide who is the appropriate person internally to handle the complaint or assist with redirecting the complaint to another entity such as the relevant supplier or institution
- Where the issue can be handled internally, seek further information where possible
- Identify any action we should take, or monitor the situation
- Advise the complaint of any decision or outcomes
- Keep records on complaints received and the internal process followed, for at least 5 years.