



CANNON

RESOURCES

STAKEHOLDER GRIEVANCE POLICY

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Review Date	April 2024
Last Update	April 2023

Stakeholder Grievance Policy

Cannon Resources Limited ACN 646 149 902 (Company)

1 Introduction and Purpose

This Stakeholder Grievance Policy (**Policy**) has been established by the board of directors (**Board**) of 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 and strengthen relationships between External Stakeholders.

2 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).

3 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.

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

Party means one of the parties responsible for the Grievance as detailed in Section 4.3 of this document.

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

Stakeholder Relationship Manager means the Company Secretary unless otherwise determined by the Board.

4 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.

5 Reporting Channels

The Company provides key channels for External Stakeholders to voice their Grievances. Different channels enable Stakeholders to choose the most appropriate option for their circumstance involving the Company. These channels are listed below.

Channel	Contact
By phone	08 6383 9911
Written correspondence	admin@cannonres.com.au
Face to face	Company Secretary

Personal details will not be shared with any third party. The details will only be used to assist the formal investigation and subsequent resolution of the Grievance.

6 Grievance Process

Methods for receiving Grievances

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; and
 - (iii) a summary of the Grievance.

Complaint acknowledged

All formal Grievances will be registered in the Grievance Register and any lodgement form used will be saved as correspondence. Stakeholders will also receive a formal acknowledgement of the Grievance.

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 Manager	Relationship
Level 2	One off Grievances that will not affect the reputation of the Company.	Stakeholder Manager	Relationship

Level 3	Repeated, extensive and serious Grievances that may jeopardise the reputation of the Company.	Stakeholder Relationship Manager / Board
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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.

Grievance Resolution

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

Follow up and close out

Following the formal response, the Stakeholder Relationship Manager (defined below) will contact the stakeholder to understand whether the stakeholder is still satisfied with the response and the Process to which the Grievance was resolved. A detailed file note will be created to ensure this feedback is documented internally.

Monitor

All stakeholder Grievances will be reported quarterly 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 securely filed for confidentiality purposes.

8 Review of the Policy

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