

## CORPORATE COMPLAINTS POLICY

Zinnwald Lithium is committed to ensuring that it provides a high-quality service to all its corporate stakeholders. The Company expects all its employees, officers, and directors; and its contractors and suppliers, to comply at all times with the principles in this code.

Our stakeholders' views and experiences are important to us and help us to ensure that our services consistently meet people's needs. If you are unhappy about any of our services or have any questions or complaints about our products, please let us know as soon as possible and we will do our best to put things right.

You can contact us in one of the following ways:

- Email [to info@zinnwaldlithium.com](mailto:info@zinnwaldlithium.com)
- Post to Zinnwald Lithium at The Clubhouse, 8 St James's Square, London, SW1Y 4JU

We treat complaints very seriously and make every effort to deal with them effectively. We will investigate your complaint and respond fully as soon as possible.

We aim to acknowledge your complaint within two working days from the date of receipt and send an initial response within 10 working days. Should a substantive response be required, we aim to send this to you within 20 working days. If, for any reason, we are unable to respond fully within 20 days we will tell you why, and when we expect to reply to you in full.

We aim to resolve your complaint as quickly as possible and in any event within eight weeks from the date of receipt.

If we are unable to resolve your difficulty in this way, you will be offered the opportunity of an internal review. This will usually be handled by our non-executive directors.

The EU Regulation on Consumer Online Dispute Resolution (ODR) enables clients who have a complaint about a service that they bought online to submit a complaint to an ODR platform via an online form. Further information can be found at <http://ec.europa.eu/consumers/odr/>.

Senior management will monitor & review this policy on a regular basis to ensure that it continues to support and encourage a high standard of performance on our projects. The Board will make formal review of this policy every two years and update accordingly.

Approved – October 2020