

EXTERNAL COMPLAINT AND GRIEVANCE MANAGEMENT STANDARD

1. RATIONALE FOR THIS STANDARD

- 1.1** There is a risk of external stakeholder complaints and grievances arising out of the activities or omissions of mining companies. Complaints and grievances which are not appropriately managed and resolved are at risk of escalating into conflicts or disputes, and may result in limitations on access to ground and resources, and reputational loss could be experienced. An integrated and active approach to resolving and managing externally raised complaints and grievances has been developed to mitigate these risks.
- 1.2** A grievance is a matter of concern held by a stakeholder relating to the Company and its activities or omissions. Once a grievance has been escalated by the external stakeholder, by requesting acknowledgement, consideration or response by the Company, the grievance becomes a complaint.

2. SCOPE

This Standard is applicable to Northern Star Resources Ltd.'s (Northern Star or the Company) operations and assets globally.

3. MANAGEMENT OF EXTERNAL COMPLAINTS AND GRIEVANCES

- 3.1** The External Complaint and Grievance Management Procedure has been developed as a publicly available document for the identification, tracking, and resolution of externally raised complaints and grievances related to Northern Star and its activities or omissions. The External Complaint and Grievance Management Procedure explains how external complaints and grievances can be raised with Northern Star and provides contact details for a trained Northern Star representative at each site who will receive and manage resolution of externally raised complaints and grievances.
- 3.2** Grievances which have escalated into complaints are to be addressed by the following Northern Star employees:

First Order Complaint	A complaint that is capable of being resolved by site personnel
Second Order Complaint	A complaint which requires the involvement of the Principal Community to resolve
Third Order Complaint	A complaint which requires the involvement of the Chief Legal Officer & Company Secretary to resolve

The External Complaint and Grievance Management Procedure explains how resolution of the complaint is to be approached and sets out the criteria for escalating complaints from the first or second order to a higher order.

- 3.3** The Whistleblower Policy is an alternative way for external stakeholders to raise complaints and grievances where breaches of Northern Star's Code of Conduct are alleged, and provides for confidentiality protections where appropriate.

Complaints and grievances raised by internal stakeholders such as employees of the Company are not addressed by this Standard or the External Complaint and Grievance Management Procedure and should instead be addressed under the Company's Equal Employment Opportunity Policy or the Whistleblower Policy, both of which are available on the Company's website at <https://www.nsrld.com/about-us/corporate-governance/>. In addition, the Counselling and Disciplinary Policy on the Company's intranet is available for employees to raise appropriate complaints under.

4. RELATED DOCUMENTS

External Complaint and Grievance Management Procedure (NSR-ER-006-PRO).

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