

NIESSING

COMPLAINT PROCEDURE

Niessing Manufaktur GmbH & Co. KG has set up a complaints procedure for external stakeholders and employees to report concerns or grievances regarding compliance with the RJC COP standard in the supply chains. This concerns diamonds, as well as gold and the platinum group metals.

These complaints may include (but are not limited to), violations related to the sourcing of raw materials (particularly from conflict and high risk areas). Other examples of possible violations include disregard for human rights, adverse working conditions, violations of environmental regulations and payments of bribes or kickbacks.

You can reach our Chief Operating Officer (COO) and Compliance Officer Anita Tebrügge at the email address below. She is primarily responsible for the implementation and review of this procedure.

rjc@niessing.com

We also accept anonymised requests upon request, in case of bias or concerns about direct impact. In this regard, please pay attention to the appropriate encryption of the e-mail and unidentification of personal data and characteristics. Depending on the level of encryption, however, direct feedback from us is only partially possible, so please take this into account.

Upon receipt of notices or complaints, we will:

- Investigate whether the complaint is about compliance with RJC standards, legislation or supply chains of precious metals or diamonds.
- Write a report on the complaint and decide whether internal resolution is possible. If the complaint does not originate with Niessing Manufaktur GmbH & Co. KG, we will forward it to the relevant institutions or companies it concerns, such as our suppliers.
- listen to the bodies concerned, work out solutions and monitor their effectiveness.
- inform the complainant of our decisions and investigations into the matter
- keep the complaints received and the resulting internal resolution processes for at least 5 years.

