

## Complaints procedure

Hans D. Krieger KG has established this complaints procedure to raise concerns about circumstances in the supply chain.

We allow both internal and external stakeholders to raise concerns about the jewellery supply chain at any time and have provided an email address for this purpose on our website. Any attempt to prevent or suppress concerns or complaints will be considered a breach of this policy and will be dealt with accordingly.

Email: [Compliance@kriegernet.com](mailto:Compliance@kriegernet.com)

### Upon receipt of a complaint, we will:

- Ensure that you receive an accurate record of the complaint.
- Explain our complaints procedure to you.
- Find out how the complainant wishes to deal with their complaint.
- Decide who should deal with the complaint internally or refer the complaint to a more appropriate body, e.g., the relevant supplier or an institution, such as a relevant industry organisation.
- If the issue can be dealt with internally, seek further information where possible and appropriate.
- Identify any action we need to take and continue to monitor the situation.
- Inform the complainant of our decisions or outcomes.
- Keep records of complaints received and the internal process for at least five years.

Idar-Oberstein, September 2021