

## **Complaints procedure for external stakeholders and internal employees**

J. Fischer & Sohn KG has set up a complaints procedure for external stakeholders and internal employees to report grievances or concerns regarding compliance with legal standards or the Fischer standard in the supply chain. This applies to diamonds as well as gold and the platinum group metals.

Possible violations may relate to the following areas (non-exhaustive list):

- Disregard for human rights
- Adverse working conditions
- Violations of environmental regulations
- Money laundering or terrorist financing
- Payment of bribes or kickbacks
- Procurement of raw materials (especially from conflict and high-risk areas)

Mr. Sebastian Fischer in his function as authorized signatory and managing director of Fischer Trauringe is responsible for the implementation and monitoring of the procedure.

Complaints can be sent at any time by e-mail to the following address

**[verantwortung@fischer-trauringe.de](mailto:verantwortung@fischer-trauringe.de)**

Upon receipt of information or complaints, we will:

- verify whether it is a complaint regarding legal compliance or the supply chains of precious metals or diamonds
- prepare a report on the complaint and decide whether an internal solution is possible. If the complaint does not originate with Fischer Trauringe, we will forward it to the relevant organizations or companies involved, such as our suppliers.
- listen to the parties concerned, work out solutions and monitor their effectiveness
- inform the complainant of our decisions and investigations into the matter
- retain the complaints received and the resulting internal resolution processes for at least 5 years

20.11.2023



Wolfgang Fischer  
Managing Director



ppa. Sebastian Fischer  
Managing Director



ppa. Konstantin Fischer  
Managing Director