

Management of complaints relating to the company's activities and those of its direct and indirect partners

Del West has established this procedure to receive and process complaints about :

- the supply chain for precious metals and stones, particularly from conflict zones or high-risk areas;
- human rights;
- working conditions (overtime, wages, harassment, freedom of association and collective bargaining, discrimination);
- business ethics (corruption, bribes, facilitation payments)
- the environment ;
- information on products and services provided by the company;
- where applicable, segregation and traceability of precious CoC materials.

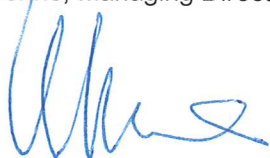
Sandrine Blatti is responsible for implementing and reviewing this procedure.

Interested parties, both internal and external to the company, can submit their concerns to compliance@delwesteurope.com

On receipt of the complaint, we will endeavour to :

- obtain an accurate report of the complaint
- explain our complaint handling procedure
- establish how the complainant wishes to have the complaint handled
- maintain the complainant's confidentiality, if that is their wish
- decide who should deal with the complaint internally, or help to route the complaint to the appropriate body, e.g. the supplier concerned or the relevant institution in the sector
- obtain further information, where appropriate, when the problem can be dealt with internally
- identify any action we should take, including following up on the situation
- inform the complainant of our decisions or conclusions as soon as possible
- keep all complaints received and the internal procedure followed in our archives for at least ten years
- ensure that there is no retaliation against the complainant.

Olivier Conne, Managing Director

A handwritten signature in blue ink, appearing to read "Olivier Conne".