

# FILIPPO G & G SA

## Management of complaints about the company's activities and its direct and indirect partners

Filippo G&G SA has established this procedure to receive and address complaints about:

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

Rachel Bresson is responsible for implementing and reviewing this procedure.

Interested parties, internal or external to the company, may submit their concerns to the director via the e-mail address [info@filippogems.ch](mailto:info@filippogems.ch) or by phone to +41 22 7311992

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint;
- Explain our complaint procedure;
- Find out how the complainant would like it addressed/ resolved.
- Assess the eligibility of the complaint and, where applicable, decide who should handle it internally. In cases where we are unable to address the complaint internally (e.g. where our company is too far removed from the origin of the issue raised in the complaint) , we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body;
- Where the issue can be handled internally, seek further information where possible and appropriate;
- Identify any actions we should take including hearing from all parties concerned, and monitoring the situation;
- Advise the complainant of our decisions or outcomes as soon as possible;
- Keep records on complaints received and the internal process followed, for at least five years;

Name : Filippo GAY

Position : Owner

Signed/endorsed :

Date of effect : 11.07.23

