



Complaint Procedure

Moser + Pfeil GmbH + Co. KG has set up the complaint procedure mentioned below for concerns received from third parties regarding grievances in compliance with the RJC COP Standards directly to Moser + Pfeil GmbH + Co. KG or within the supply chain with gold, silver or platinum group metals.

The complaints can relate to all violations concerning the RJC standard.

The management is responsible to fulfill, complete and implement the respective complaint.

Complaints may be made to:

Mrs. Sybille Sauer-Kling

Phone: +49-7232-31334-0, Fax +49 7232-31334-25, E-Mail: post@mopf.de

Upon receipt of a complaint, we will

- verify whether there has been a violation of legal provisions, RJC standards or Moser + Pfeil GmbH + Co. KG's compliance and ethics guideline or policy of our supply chain.
- prepare a proper report of the complaint
- determine how the complainant believes the complaint should be handled
- decide who should handle the complaint internally or help to forward the complaint to a more appropriate body, such as an affected supplier or a body such as an industry association
- identify any actions necessary to remedy the situation
- inform the complainant of our decision and findings
- maintain records of complaints received and the resulting internal process for at least five years

Sybille Sauer-Kling
Owner and managing director

Eisingen, 11th of July 2023