

# BRIGITTE ERMEL

## JOAILLIER

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

BRIGITTE ERMEL JOAILLIER has established this procedure to receive and address complaints about:

- The supply chain of precious metals, diamonds and coloured stones from conflict-affected or high-risk areas;
- Human rights;
- Working conditions (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.

BRIGITTE ERMEL is responsible for implementing and reviewing this procedure. Interested parties, internal or external to the company, may submit their concerns to BRIGITTE ERMEL, at the number +33 (0)1 58 62 56 56, or by email at [b.ermel@brigitte-ermel.com](mailto:b.ermel@brigitte-ermel.com).

Upon reception of 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 to be addressed and resolved;
- Preserve the complainant's privacy if he or she desires;
- 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;
- Identify any actions we should take including hearing from all parties concerned, and monitoring the situation;
- Advise the complainant of our decisions or of the outcomes of the complaint;
- Keep records on complaints received and the internal process that followed, for at least five years.

BRIGITTE ERMEL JOAILLIER

191 Rue Saint Honoré

75001 PARIS

Tel. 01 58 62 56 56 - Fax 01 58 62 56 57

SIRET 384 290 482 00031 - APE 3212 Z



BRIGITTE ERMEL  
Founder & CEO

191, rue Saint-Honoré - 75001 Paris

tel : 33(0)1 58 62 56 56 - fax : 33(0)1 58 62 56 57 - [www.brigitte-ermel.com](http://www.brigitte-ermel.com)

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