



MKS Jewelry International Co., Ltd. Grievance Policy

MKS Jewelry International Co., Ltd. has established this grievance policy to hear concerns about circumstances in the supply chain of Diamond, Coloured Gemstone, Gold, Silver and PGM's Jewelry from location or supplier involving conflict-affected and high-risk areas.

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint.
- Explain our complaint procedure and 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.
- Keep records on complaints received and the internal process followed, for at least two years.

If MKS or any of its subsidiaries suspects an upstream Supplier to be in violation of these practices, we will issue a firm warning to the Stakeholder in order to alert and educate them of the violation(s).

If following that warning, the suspected abuses are not corrected, we will STOP engaging with that upstream Supplier.

If it is suspected by an internal member of MKS that any of our upstream Suppliers are sourcing materials from any Conflict-Affected and High Risk Areas (CAHRAS), they shall immediately alert the Highest-ranking Company Officer available.

Their alert shall remain anonymous and will be investigated by upper Management. Each potential alert will be handled individually and will be thoroughly reviewed. Due diligence will be used to confirm or dismiss the alert presented to MKS. Whether the alert is deemed to be in violation will be based on the discretion of MKS, the outlined guidelines in this document and in addition to all guidelines set forth by RJC and Associated Partners.

Our Compliance Team is responsible for implementing and reviewing this policy:

Ms. Chompoonut Kunapan, QMR Representative, Chompook@mksjewelry.com and Ms. Yanisa Phutuksaeng, Compliance Officer hriis@mksjewelry.com or call +662 727 0150 Ext. 988 or Ext. 245

Majid ALGOUNEH, Authorized Director, CEO
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