FRANK TRAUTZ

Schmuck & Tradition seit 1928

COMPLAINTS PROCEDURE

FH Trautz GmbH has established this complaints procedure to enable interested internal and external parties, including individuals and groups, to raise concerns or complaints about actual or suspected misconduct in connection with our business activities or supply chain. This includes concerns relating to compliance with applicable laws, the RJC Code of Practices 2024 (COP 2024), the Laboratory-Grown Materials Standard 2025 (LGMS 2025), and FH Trautz GmbH's Compliance and Ethics Guidelines.

Complaints may relate, for example, to:

- human rights, working conditions, health and safety;
- environmental issues;
- money laundering, corruption and bribery;
- the responsible sourcing of gold, silver and platinum group metals, particularly from conflict-affected and high-risk areas;
- the traceability and origin claims of materials, including laboratory-grown materials; or
- any other breach of applicable laws, standards or company policies.

Responsibility and contact details

Frank Trautz, Managing Director, is responsible for implementing and regularly reviewing this procedure.

Complaints may be submitted to:

Frank Trautz
Phone: +49 7231 58999-0
Fax: +49 7231 58999-20
Email: info@fhtrautz.de

Complaints may be submitted in writing, by phone or by email. Where practicable, complaints may also be submitted anonymously. To support an effective review, complainants are encouraged to provide as much relevant information as possible, including details of the matter, when it occurred and the individuals or companies involved. However, a lack of certain information will not automatically prevent a complaint from being considered.

Handling complaints

Upon receipt of a complaint, FH Trautz GmbH will, where practicable:

1. acknowledge receipt and record the information provided;
2. assess whether the complaint falls within the scope of this procedure and whether it may involve a breach of law, RJC or LGMS requirements, or company policies;
3. review the complaint impartially and, where necessary, seek further information;
4. take into account how the complainant believes the matter should be resolved;
5. determine who should handle the complaint internally and, where appropriate, refer it to a more suitable body, such as a supplier concerned or a relevant external organisation;
6. identify appropriate actions and, where necessary, monitor their implementation; and
7. inform the complainant of the progress and, where possible and appropriate, the outcome of the review.

Complaints will be handled confidentially and in accordance with applicable data protection requirements. Information will be shared only with those who need it to review or handle the complaint, unless disclosure is required by law.

Anyone who raises a concern or participates in a review in good faith must not be subjected to retaliation, threats or intimidation as a result. Any such conduct will be taken seriously and reviewed as appropriate.

Records and review

FH Trautz GmbH will keep records of complaints received, the steps taken to review them, decisions made and actions implemented. Records will be retained for at least five years, unless a longer retention period is required by law.

This procedure will be reviewed regularly and updated as necessary, particularly when legal requirements, RJC standards or internal processes change.

Pforzheim, 27 October 2026

Frank Trautz
Managing Director
FH Trautz GmbH

