



ENGAGEMENT RJC Coc

Procedure for receiving complaints

BAUD Industries Switzerland has established this procedure to receive complaints about circumstances in the supply chain involving gold or platinum mine metals in conflict zones.

Interested parties can submit their concerns by email : qualite-rjc@baud-industries.com

Upon receipt of the complaint, we will endeavour to :

- to obtain an accurate report of the complaint ;
- explain our complaints procedure;
- establish the manner in which the complainant wishes it to be dealt with;
- decide who should deal with the complaint internally or assist in channelling the complaint to the relevant entity, e.g. the relevant supplier or institution in the sector;
- to obtain further information, where appropriate, when the problem can be dealt with internally;
- identify all the steps we should take, including monitoring the situation;
- to inform the complainant of our decisions or conclusions;
- to keep the complaints received and the internal procedure followed in our archives for at least five years.