

External Grievance Mechanism

Regal Jewelry Manufacture Co., Ltd.(RJM) has established this grievance procedure to allow interested parties to voice concerns about conflict, human rights abuses including child labor, forced labour, human trafficking, wages & benefits, working hours, health & safety, etc., poor mining practices, environment, bribery, money laundering and other risks in jewelry supply chain involving precious metals, colored gemstones and diamonds that are directly or indirectly related to conflict affected high risks areas.

Complaints Procedure

On receiving a complaint, RJM shall:

1. Get an accurate report of the complaint,
2. Explain RJM complaint procedure,
3. Find out how the complainant would like it handled,
4. Decide whether the issue can be handled internally,
5. Seek further information where possible and appropriate, or assist with redirecting the complaint to another entity, such as an institution, or relevant industry body,
6. Identify any actions that should be taken or monitor the situation,
7. Advise the complainant of any decisions or outcomes,
8. Keep records of complaints received and the corrective actions for at least 5 years.

Point Of Contact

Mr. Hon Fei Wong is responsible for implementing and reviewing this procedure, and any concerns can be raised by interested parties via email or telephone to:

Email: kelvin@regal-jewelry.com Telephone: +6624207440 extension 1573

Non-Retaliation Policy

This non-retaliation policy covers RJM provisions regarding everyone who files reports for human rights, environmental and ethical issues, or otherwise harmful behaviors. Whether or not allegations are true, RJM would prevent victimization or any other kind of retaliation towards.

RJM grants interested parties the total rights to speak about misconduct and vow to follow all legal prohibitions for retaliation. In all cases, RJM will make an effort to preserve legality and business ethics.

All information is treated as confidential.