

WIELAND Edelmetalle GmbH has established this grievance procedure to hear concerns about circumstances in the supply chain involving gold or platinum group metals from conflict-affected areas.

All interested parties can therefore use this System to report all complaints concerning our legally prescribed or in own policies settled due diligence obligations in an anonymous and penalty-free manner via email or telephone to the Compliance Officer of the SAXONIA-Group.

Herr Sascha Lasierra is responsible for implementing and reviewing this procedure.

SAXONIA Group Compliance Officer

mailto: Compliance@saxonia.de

Tel.: +49 3731 2089 290

On receiving a complaint, we will aim to:

- Get an accurate record of the complaint.
- Explain our complaint procedure.
- Find out how the complainant would like it handled.
- Decide who should handle the complaint internally, or help redirect the complaint to a more appropriate entity, such as the relevant supplier, or an institution, such as a relevant industry body.
- Where the issue can be handled internally, seek further information where possible and appropriate.
- Identify any actions we should take, including monitoring the situation.
- Advise the complainant of our decisions or outcomes
- Keep records on complaints received and the internal process followed, for at least five years.

Signed/endorsed



Stefan Helmling
CEO

Date of effect: 2019 August 10th