

## **Complaints procedure for external stakeholders**

The Bauer-Walser AG company has set up this complaints procedure in order to address the concerns of interested external parties (individual persons or interest groups) with regard to abuses of the RJC-COP and CoC standards directly at Bauer-Walser AG or in the supply chain with gold, silver or platinum group metals.

The complaints, for example, can concern violations of human rights or regulations regarding working conditions and the environment, legal regulations governing money laundering and corruption, responsible procurement of raw materials (in particular from conflict and high risk regions), and also indications of origin.

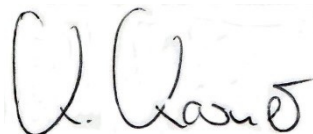
The management of the Bauer-Walser AG company (Mr. K. Karner / Mr. B. Augenstein) is responsible for the implementation and review of the procedure.

The concerns of interested parties can be communicated by email to the following addresses:

Bauer-Walser AG , Oliver Bäuerle  
Phone: +49 7236 704289  
Fax: +49 7236 704273  
Email: [oliver.baeuerle@bauer-walser.de](mailto:oliver.baeuerle@bauer-walser.de)

After receipt of the complaint we will undertake to

- check whether there has been a violation of the legal regulations, the RJC standards or compliance and code of ethics or policy of the Bauer-Walser AG company with regard to the supply chain and conflict minerals
- obtain a correct report of the complaint
- explain our complaints procedure
- determine how according to the opinion of the complainant the complaint should be handled
- decide who shall process the complaint internally or to offer assistance to forward the complaint to a more suitable office, e.g. an affected supplier or a facility, i.e. a relevant trade association
- search for more information to a reasonable extent when the problem is to be internally processed
- determine all measures we should implement, including observation of the situation
- inform the complainant of our decisions or results.
- retain the records of received complaints and the resulting internal processes for at least five years

A handwritten signature in black ink, appearing to read "O. Karner".

Approved by the management of the Bauer-Walser AG company