



**Gold- und Silberscheideanstalt  
Goldschmiedebedarf  
Edelmetall An- und Verkauf  
seit 1921 in Berlin**

## **Complaints procedure for external stakeholders**

The R. Götze GmbH & Co. KG 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 R. Götze GmbH & Co. KG 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 R. Götze GmbH & Co. KG company (Mr. M. Boy) is responsible for the implementation and review of the procedure.

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

R. Götze GmbH & Co. KG, Dr. Anita Brock  
Phone: +49 30 2 63 91 345  
Fax: +49 30 2 63 91 355  
Email: [beschwerdemanagement@goetze-gold.de](mailto:beschwerdemanagement@goetze-gold.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 R. Götze GmbH & Co. KG 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

Approved by the management of the R. Götze GmbH & Co. KG company