



GYR EDELMETALLE AG Complaint and Grievance Procedures

Preamble:

In line with RJC Requirements, GYR EDELMETALLE AG has installed a Complaint and Grievance protocol which allows the company to address complaints & grievance in several fields (including but not limited to Human Rights, Supply Chain, Bribery, Discipline, Discrimination, Health and Safety issues etc.).

Documentation:

Central to the Complaint & Grievance Procedures is the Grievance Report, which allows the company to correctly follow up the status and eventual outcome of each complaint. Any document (mail, letter, internal memo etc.) that is related to the subject will be filed together with the central Grievance Report in order to constitute a complete file.

Procedures:

The procedures to be followed in handling a complaint are:

1. Registration of the complaint:

The following information needs to be filled in: Date of receipt, mode of receipt (by phone, letter, mail etc.), the name/organization of the grievant and who received the complaint in the company.

2. Description of the complaint:

The person receiving the complaint will give a short but adequate description of the complaint.

3. Assign a responsible manager/person to handle the complaint:

The normal hierarchy will be followed to finally assign the responsible manager to handle the complaint and or grievance, depending on the nature and severity of the complaint.

4. Draft and send a first reaction to the complainant:

A (preferably written) reaction will be sent to the complainant within 5 working days, stating that the complaint has been well received by the company. If an immediate solution can be proposed, than this will be included in this first reaction, if not (for more complex issues, for example), then the company will indicate the date by which the complainant will receive a solution/answer addressing the root-cause of the complaint.

5. Corrective action undertaken:

The company will examine each complaint and determine the corrective action that needs to be undertaken. If need be, several persons/departements will be informed to assure that the corrective action is also effectively processed in the company.

6. Final reaction to the complainant:

A final reaction to the complainant is drafted, sent and filed together with all the other relevant documentation.

7. Re-iterations:

If there is no immediate agreement on the solution of the complaint by the complainant, there may be a protracted exchange of communication between the complainant and the company, and the steps above will be re-iterated as necessary.

8. Closure of complaint:

The complaint and grievance procedure will be closed when a senior member of management signs off for closure, indicating the date of final closure.

Responsibilities:

Mr. C. Minder is nominated as the Complaint & Grievance Coordinator for GYR EDELMETALLE AG.

Baar, April 15th 2026

GYR EDELMETALLE AG



Christoph Minder
CEO



Serena D'Andrea-Melillo
Head of Market Switzerland