



L'ATELIER DE BENOIT
GENÈVE

GRIEVANCE MECHANISM

L'Atelier de Benoit has established this grievance procedure to hear concerns about circumstances regarding:

- The supply chain involving metal, diamonds & colored gemstones from conflict-affected and high-risk areas;
- Human rights;
- Working conditions;
- Environment;
- Information on products and services supplied by the company; Segregation and traceability of CoC materials and products.
- DEI (diversity, equity, inclusion)

Axelle Loichot is responsible for implementing and reviewing this procedure.

Concerns can be raised by interested parties via email or telephone to:

[Axelle Loichot, +41 78 225 01 60, axelle.loichot@latelierdebenoit.com](mailto:axelle.loichot@latelierdebenoit.com)

On receiving a complaint, we will aim to:

- To process the grievance in a timely manner
- To assess the eligibility/scope of the grievance and, where applicable, decide who should handle it internally
- To obtain information about the grievance, such as where it occurred (location), the period over which the grievance occurred, and whether the complainant has any supporting information, such as emails, video, pictures, witnesses or witness statements
- To find out how the complainant would like it handled: for example, if they or any elements are to be kept confidential
- In cases where we are unable to address the grievance internally (eg where our company is too far removed from the origin of the issue raised in the complaint), we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body
- To identify any action we should take including hearing from all parties concerned, and monitor the situation
- To advise the complainant of our decisions or outcomes, confidentially if appropriate
- To protect the complainant's anonymity and protect them from possible retaliation
- To keep records on complaints received and the internal process followed, for at least five years.

Date of effect: April, 30th 2026

Signed/endorsed:

Axelle Loichot