



Management of grievance relating to the activities of MANUFACTURE WOLF and its direct and indirect partners

MANUFACTURE WOLF has established this procedure to receive and handle grievances concerning:

- the supply chain for metals and precious stones, particularly those originating in conflict or high-risk areas
- human rights
- working conditions (overtime, wages, harassment, freedom of association and collective bargaining, discrimination)
- business ethics (corruption, bribes, facilitation payments)
- the environment
- information on the products and services provided by the company
- where applicable, the segregation and traceability of CoC precious materials.

Interested parties, whether internal or external to the company, may submit their concerns to compliance@wolf-suisse.com or at our postal address.

Upon receipt of the complaint, we will endeavour to:

- obtain an accurate report of the complaint
- explain our complaint handling procedure
- establish how the complainant wishes the complaint to be handled
- maintain the complainant's confidentiality if they so wish
- decide who should handle the complaint internally or help forward the complaint to the appropriate entity, such as the relevant supplier or institution in the sector
- obtain further information, if necessary, when the issue can be handled internally;
- identify any action we should take, including following up on the situation
- inform the complainant of our decisions or conclusions as soon as possible
- keep records of complaints received and the internal procedure followed in our archives for at least ten years.

We will not take any retaliatory action against individuals who make a complaint in good faith.

Biel/Bienne, February 18th 2026

Mr. Daniel Uebelhart

Managing Director MANUFACTURE WOLF SA