

We embrace responsibility

My Jewellery Supply Chain Speak Up Policy

At My Jewellery, we believe it is essential to foster a culture of integrity, transparency, and accountability throughout our supply chain and business relationships. We are committed to ensuring that everyone connected to our external operations, including suppliers, subcontractors, consultants, business partners, and workers throughout our supply chain, feels empowered and safe to speak up when something doesn't seem right.

This policy outlines how external stakeholders can report concerns or suspected misconduct in a secure and confidential way. It reflects our dedication to human rights, fair treatment, and responsible conduct. We encourage anyone to speak up whenever they witness or suspect wrongdoing, even if they are uncertain or lack complete evidence, as raising concerns early helps maintain a safe, ethical, and respectful supply chain and business environment.

Scope

This policy applies exclusively to external stakeholders connected to our organisation. This includes suppliers, subcontractors, consultants, business partners, agents, and all workers within our supply chain, including those in factories and production facilities. It covers any situation in which concerns may arise, whether within our supply chain, supplier operations, sourcing activities or broader business relationships linked to My Jewellery.

What can be reported?

Our reporting mechanism is available to anyone who has a concern, whether large or small, about behaviour, situations, or practices that do not seem right. This includes ethical, social, environmental, safety-related, labour-related, or compliance-related issues. Individuals are encouraged to raise concerns so they can be addressed promptly, fairly and with respect for everyone involved. You do not need to be certain or have complete evidence; raising a concern in good faith is always welcomed and helps us protect people across our supply chain and partnerships.

Reporting Process

Concerns can be raised at any time by contacting us via email at CSR@my-jewellery.com. All concerns raised will be treated seriously, respectfully, and confidentially. Reports may be submitted anonymously where legally permitted. Individuals may also use this email address to ask questions, seek guidance, or discuss concerns before making a formal report.

All reports are treated with the highest level of confidentiality. The reporter's identity will only be disclosed to those individuals who have a legitimate need to be involved in the assessment or investigation process.

Investigation Procedure

Once a concern is received, it is carefully assessed by the CSR team, with support from external experts when necessary. After submitting a report, individuals can expect to receive a confirmation of receipt, followed by updates at key stages of the assessment or investigation. While specific timelines may vary depending on the nature and complexity of the concern, we aim to keep reporters informed in a timely and transparent manner throughout the process. If the information provided offers sufficient basis for further review, a formal investigation will be initiated. This may include reviewing relevant documents, speaking with involved parties, and

gathering additional information. All investigations are conducted impartially and with full respect for confidentiality. When the review is complete, appropriate conclusions and corrective actions are determined. Feedback will be shared with the reporter where possible, while respecting privacy and legal constraints.

Reporting in our supply chain

We expect suppliers and their workers to feel safe and supported when raising concerns. Suppliers are responsible for ensuring that all workers in their facilities are aware of this reporting mechanism and understand that they may use it freely without needing permission from supervisors or management. Any concerns raised by supply chain partners are treated with the highest level of care and confidentiality. Suppliers are expected to support workers throughout the process and to take all necessary steps to prevent any form of retaliation within their own operations.

Awareness and Communication

To foster a culture where speaking up is normal and encouraged, we provide regular communication about how concerns can be raised and how reports are handled. Key partners in our supply chain are informed about available reporting channels and our non-retaliation principles. These continuous awareness efforts help ensure that everyone understands their rights, responsibilities and the protections in place.

Documentation and Reporting

All reports are documented in a secure system, with personal information removed where appropriate and in accordance with data-protection requirements. All personal data related to reports is handled in compliance with applicable data-protection laws, including the GDPR, accessed only by authorised persons, used solely for the purposes of assessing and addressing the report, and retained only for as long as necessary to meet these purposes and legal obligations. We review trends, risks, and outcomes to improve our processes and strengthen our commitment to ethical conduct. A summarised overview of the types of concerns raised, and the actions taken may be shared internally and, when relevant, included in our sustainability reporting.

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