



MARTINEAU

L'objet porteur de sens

COMPLAINT HANDLING MECHANISM

MARTINEAU has established this procedure to:

- Allow any employee who feels the need to express a legitimate complaint regarding actual mistreatment (harassment, gender-based violence, etc.) they may witness or experience during their activities within our Company to be able to discuss it confidentially with Management.
- Receive complaints regarding potential Human Rights violations.
- Receive complaints about circumstances related to the supply chain involving precious metals, diamonds, or gemstones from conflict zones.
- Receive complaints regarding potential corruption issues.
- Stakeholders can submit their concerns via email to the following address: **alerte@groupe-martineau.fr**

Upon receiving the complaint, we will make efforts to:

- Obtain an accurate report of the complaint.
- Explain our complaint-handling procedure.
- Establish how the complainant wishes it to be addressed.
- Protect the complainant's anonymity, if desired.
- Decide on the appropriate person to handle the complaint internally or facilitate its submission to the relevant entity, such as the concerned supplier or applicable institution in the sector.
- Gather further information, if necessary, when the issue can be addressed internally.
- Identify all actions we should take, including monitoring the situation.
- Inform the complainant of our decisions or findings.
- Retain the complaints received and the internal procedure followed in our records for at least five years.

Saumur, April 14th, 2023

Jean QUENTIN
CEO

Charlotte QUENTIN
Sales Manager

Pierre QUENTIN
Production Manager

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