

**Scope:** Modeling and Design Of Jewelry with Gold, Silver Precious Metals and Precious Stones (Diamonds), Production, Sale and Export

### Introduction

Simoro is committed to fostering a culture of transparency, accountability, and respect for human rights. Our Grievance Mechanism provides a safe, accessible, and confidential process for stakeholders—including employees, contractors, suppliers, and community members—to report concerns or potential violations related to human rights, workplace ethics, safety, and operational practices. This mechanism reflects Simoro's dedication to the principles of fairness, non-retaliation, and continuous improvement.

Stakeholders can submit concerns through the following channels:

- Email: [compliance@simoro.com](mailto:compliance@simoro.com)
- Online Hotline: [www.simoro.com/hotline](http://www.simoro.com/hotline)

### Policy Scope

The Grievance Mechanism is designed to address the following concerns:

1. Human Rights Violations: Issues such as discrimination, harassment, child labor, forced labor, or any violation of basic human rights.
2. Ethical Violations: Breaches of Simoro's Code of Conduct, including fraud, corruption, or conflicts of interest.
3. Workplace Safety and Health: Concerns related to unsafe working conditions or health hazards.
4. Environmental Impacts: Reports of activities that harm the environment or violate environmental regulations.
5. Supply Chain Issues: Violations within Simoro's supply chain, including unethical practices by contractors, suppliers, or third parties.

### Key Principles

#### 1. Accessibility

- The grievance mechanism is available to all stakeholders, including employees, contractors, suppliers, and community members.
- Multiple channels are provided, including email, an online hotline, physical suggestion boxes, and in-person reporting to the Human Resources or Compliance Departments.

#### 2. Confidentiality

- All reports are treated with the utmost confidentiality, ensuring the identity of the individual raising the concern is protected.

#### 3. Non-Retaliation

- Simoro guarantees that no stakeholder will face retaliation or adverse consequences for reporting a concern in good faith.

#### 4. Transparency

- Simoro ensures that the grievance mechanism process, outcomes, and remediation actions are communicated clearly and consistently to stakeholders.

### Monitoring and Reporting

Simoro tracks and reviews all grievances to identify trends and areas for improvement. Regular reports are prepared, including:

- The number and types of grievances received.
- Resolution timelines and outcomes.
- Systemic issues identified and actions taken to address them.

These reports are reviewed by senior management and included in Simoro's annual sustainability report.

### Policy Communication

Simoro ensures that the grievance mechanism is proactively communicated to all stakeholders through:

- Workplace posters and flyers.
- Training sessions and onboarding programs.
- Simoro's website ([www.simoro.com](http://www.simoro.com)) and intranet.
- Stakeholder meetings and supplier contracts.

### Governance

The grievance mechanism is overseen by Simoro's Compliance Department, in collaboration with the Human Resources and Legal Teams. The Human Rights and Ethics Committee, composed of senior leaders and external advisors, provides strategic oversight and ensures alignment with international standards.

#### Conclusion

Simoro's Grievance Mechanism reflects our commitment to ethical practices, transparency, and respect for human rights. By providing a safe and effective platform for stakeholders to voice concerns, Simoro aims to foster trust, accountability, and continuous improvement across all operations.

For inquiries or to report a concern:

- Email: [compliance@simoro.com](mailto:compliance@simoro.com)
- Online Hotline: [www.simoro.com/hotline](http://www.simoro.com/hotline)

APPROVED BY THE CEO AND THE BOARD OF DIRECTORS

Kuasar Kuyumculuk Yapı San. Ve Tic. Ltd. Şti.

(Kurshuni Jewellery)



*PREPARED AND APPROVED BY KUASAR KUYUMCULUK (KURSHUNI) BOARD OF DIRECTORS*