

Policy No 12/2567

Provenance Claims Policy

Ennovie Co., Ltd. is committed to being a socially responsible jewelry and precious metals dealer in accordance with international standards. All employees and stakeholders are involved in achieving this policy. The supply chain must comply with policies related to silver and precious metals and other precious stones to conduct supplier's supply chain due diligence checks. All items procured from refineries or smelters are audited and certified without conflict under the OECD Due Diligence. Valid mineral source certification documents must be publicly identified and verified through a sustainability management system. We will check the origin of raw materials correctly and traceable according to the lot number and source from which vendor and the amount. The company has to check the quality of every product that in case there is a problem on how we respond when we receive an accurate report of the complaint.

1. Describe our complaints process and find out how the complainant wants us to handle it.
2. Assign the suitable person to Handle complaints.
3. Problems can be dealt with internally and additional information can be provided accurately and appropriately.
4. Advise the complainant about decisions or outcomes.
5. Keep a record of at least 5 years of complaint information.

At this stage, stakeholders can raise concerns via email channels, customer service contacts.

This Policy shall be effective from January 31th, 2024 onwards



(Ms.Saichol Puengyaem)

Director of the Company