

Responsible Sourcing of Platinum and Palladium Grievance Handling Policy

Established March 1, 2023
Materials Eco-Refining Co., LTD
President Kouji Iwami

If some information concerning the supply chain of platinum and palladium is received from outside of the company, the Compliance Officer will investigate the authenticity of the information, consult with the Supply Chain Officer as necessary, and take appropriate measures based on the nature and importance of information.

If a compliance violation is confirmed, we will implement corrective measures and formulate measures to prevent recurrence, and provide feedback to the whistleblower to the extent necessary. Received information and responses to it shall be recorded. Records will be retained electronically and/or on paper for 10 years after this action is implemented. Records are easily retrieved and protected from damage, deterioration and loss.

We accept whistleblower reports and consultations, whether they are anonymous or named. To protect external whistleblowers, we conduct investigations under strict information management, such as limiting the number of people who handle information so that whistleblowers cannot be identified. In addition, we will ensure that whistleblowers are not treated unfavorably because of reporting.