

East Arts is committed to the highest standards of ethical practice, in alignment with our Responsible Jewellery Council (RJC) membership and the United Nations Guiding Principles (UNGPs) on business and human rights. We provide an effective grievance mechanism for our employees, the public, and society to raise concerns or report potential human rights impacts or other issues related to our operations. Our goal is to enable the early identification and resolution of concerns before they escalate.

We aim for an accessible, predictable, and transparent process that is fair to all stakeholders. You can contact us through multiple pathways to raise a complaint or provide feedback, including via email at complain@eastarts.com.hk or by phone at +852 27398013. We ensure all concerns are investigated fairly and appropriate remediation is implemented where necessary.

On receiving a complaint, we will aim to:

- get an accurate report of the complaint;
- explain our complaints procedure;
- find out how the complainant would like it handled;
- decide who is the appropriate person internally to handle the complaint, or help redirect the complaint to another entity, such as the relevant supplier, or a relevant industry body;
- where the issue can be handled internally, seek further information where possible and appropriate;
- identify any actions we should take, or monitor the situation;
- advise the complainant of any decisions or outcomes; and
- keep records on complaints received, and the internal process followed, for at least five years.