Grievance Procedure

Golden Link International Industrial Limited has established this grievance procedure to hear concerns about circumstances in the supply chain involving precious metals from conflict-affected and high-risk areas.
Concern can be raised by interested parties via email compliance@goldenlinkhk.com

On receiving a complaint, our goal will always be to assess and then investigate all legitimate complaints and promote their resolution in the quickest possible time frame.

- Explain our complaint procedure.
- Find out how the complainant would like it addressed/ resolved.
- Assess the eligibility of the complaint and, where applicable, decide who should handle it internally. In cases where we are unable to address the complaint internally (e.g. where our company is too far removed from the origin of the issue raised in the complaint) , we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body.
- Where the issue can be handled internally, seek further information where possible and appropriate.
- Identify any actions we should take including hearing from all parties concerned, and monitoring the situation.
- Advise the complainant of our decisions or outcomes.
- Keep records on complaints received and the internal process followed, for at least five years.

Anti-retaliation
Within our grievance framework, our primary concern will always be to safeguard the rights and well being of any person who has raised the grievance.
Golden Link International Industrial Limited has a strict anti-retaliation policy. If a person or organization believes that they have been subject of retaliation because of registering a complaint with us directly or via one of our suppliers, they should contact us immediately and provide the specific details of what has occurred. We will investigate and if there is clear evidence of retaliation against them, we will take action to remedy the situation. This may require, for example, the issuing of a warning letter to a business partner, if it is found that they have retaliated against a worker, or a worker representative, for disclosing workplace issues, or it may demand the intervention of government, when a legal or administrative remedy is required. As retaliation can take many forms (loss of job, demotion, involuntary transfer, harassment, intimidation, etc.) we will deal with each incidence on a case-by-case basis and look for relevant solutions.



Yeung Man Lai
Director
Date 15 Aug 2023