

AKASIA

RJC Internal and External Appeals Mechanism

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Effective Date: December 10, 2025

Based on RJC Code of Practices 2024

1. Purpose

A formal, transparent, fair, confidential and accessible process to receive, register, review, investigate, respond to and resolve complaints regarding non-conformity with RJC standards, covering human rights, labor practices, environmental protection, business ethics, responsible sourcing, product integrity and chain of custody.

2. Guiding Principles

Legality, Accessibility, Predictability, Impartiality, Transparency, Confidentiality, Anti-retaliation, Continuous Improvement

3. Scope

All RJC Commercial Members, subsidiaries, supply chain partners and their global operations.

4. Eligible Complainants

Employees, workers, affected communities, suppliers, contractors, consumers, civil society organizations and other legitimate stakeholders. **Anonymous submissions are allowed.**

5. Internal Appeals (First Channel)

1. Submit: writing, email, hotline, post, internal platform
2. Acknowledge: within 3 working days
3. Preliminary review: within 7 working days
4. Impartial investigation
5. Response & remedy: within 30 calendar days
6. Closure: verify corrective actions
7. Escalation: Unresolved cases may escalate to External Appeals

6. External Appeals

Submission Contact

Email: **wilson.chau@akasia.hk**

Required Information

Complainant identity (confidential if needed), member name & location, incident details, date/evidence/witnesses, actual/potential harm, desired resolution.

Inadmissible Cases

Unfounded, malicious, trivial, repetitive or abusive submissions; matters resolved or under final court judgment; issues beyond RJC authority.

Process & Timelines

1. Acknowledge: ≤5 working days
2. Eligibility screening: ≤10 working days
3. Standard investigation: 45 – 90 calendar days (complex cases may extend)
4. Formal investigation by RJC or independent third party
5. Written findings & remediation
6. Case closure

7. Confidentiality & Anti-retaliation

All personal data protected by law.No retaliation, dismissal, discrimination or harassment against complainants, witnesses or participants.

8. Possible Outcomes

Corrective action plans, policy/training/operational improvements, supply chain remediation, suspension/revocation of RJC membership, public statements, referral to competent authorities.

9. Records & Improvement

Secure confidential archiving, annual aggregated de-identified reporting, regular review and optimization.