

Human rights

The company has exercised its due diligence regarding respect for human rights.

During 2023, the company has not identified any adverse impact on human rights, either at the level of its employees or at the level of its direct suppliers.

Precious metals supply chain

The company has exercised its due diligence regarding the precious metals supply chain.

During 2023, the company has not identified any risk of sourcing precious metals from conflict zones or high-risk areas.

Complaints management

DEXEL SA has established this grievance management procedure to receive complaints about circumstances in the supply chain involving materials from conflict or high-risk areas.

Our RJC Manager within DEXEL SA, is responsible for the implementation and review of this procedure. Concerns can be expressed by interested parties by e-mail or telephone to the attention of :

Dexel SA
Chemin du Long-Champ 95f
CH-2504 Bienne
Tél. +41 32 552 54 54
office@dexel.ch

On receipt of a complaint, we will endeavour to :

- obtain an accurate report of the complaint
- explain our complaint handling procedure
- establish how the complainant wishes the complaint to be handled/resolved
- assess the admissibility of the complaint and, if necessary, appoint an internal member of staff to deal with it. If we are unable to deal with the complaint internally, we may refer it to a more appropriate entity or institution, such as the relevant supplier or industry body.
- obtain further information, where appropriate, when the problem can be dealt with internally
- identify any action we should take, including hearing all parties involved and following up the situation
- inform the complainant of our decisions or conclusions
- keep the complaints received and the internal procedures followed in our archives for at least 5 years.