



บริษัท โนเบิล มายด์ จำกัด (สำนักงานใหญ่)

NOBLE MIND CO., LTD.

เลขที่ 8 ซอยเอกชัย 76/1 ถนนเอกชัย แขวงคลองบางพระมอ เขตบางบอน กรุงเทพฯ 10150

8 soi Eakachai 76/1, Eakachai Rd., Kwang Khlong Bang Phran, Ket Bangbon Bangkok 10150 Thailand.

โทร./Tel. (66 2)-416-4646 โทรสาร/Fax (66 2)-416-3324 E-Mail : info@noblemind-nm.com

No. 09 Rev.01

Grievance Procedure

Noble Mind Co., Ltd. has established this grievance procedure to hear concerns about circumstances in the supply chain involving gold and/or silver that the material and product are suspicious sourced from conflict-affected and high-risk areas. Also, the concern relevant to any product disclosure such as any untruthful, misleading, or deceptive representation, or make any material omission in the selling, advertising or marketing of any gold and/or silver material.

In addition, this policy established to also hear concerns about circumstances in the supply chain involving the policy and statement of warranty in concern with the legitimate source of the Mineral shall be publicly identified and verified and passed our due diligence management system for sustainability purpose.

- Noble Mind Co., Ltd. Sources and suppliers recycled gold and/or silver from RJC Chain of Custody certified refiners.

Mr. Pornprom Veteeburana is responsible for implementing and reviewing this procedure.

Concerns can be raised by interested parties via email or telephone to:

Mr, Pornprom Veteeburana

+668 4652 6456

pornprom_v@noblemind-nm.com

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint.
- 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.

Signed/endorsed:



Mr. Visit Chamnanratanakul

Authorized Director

Date of effect: 17 JAN 2026