

Annual Progress Report

2025

A Legacy of Trust,
A Future of Impact.
Celebrating 20 Years.

RJ²⁰ YEARS
RESPONSIBLE
JEWELLERY
COUNCIL

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Dave Meleski,
President & CEO
of Richline Group

MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

“ As we commemorate 20 years of responsibility in jewellery and watches from mine to retail, we celebrate the RJC member legacies that honour both humanity and the earth. From every corner of the globe, we will gather this year to celebrate the two decades of the Responsible Jewellery Council.”



John Hall
Interim Executive
Director

Dear valued RJC members and stakeholders,

As we celebrate two remarkable decades of the Responsible Jewellery Council (RJC) in 2025, we want to take a moment to express our heartfelt gratitude to our dedicated board, stakeholders, staff and members. Your unwavering commitment has been the backbone of our mission, and it's because of you that we stand tall today. This milestone isn't just a reflection of our past achievements; it's a stepping stone toward an even brighter future.

With our membership growing to over 2,000 across 74 countries this year, it's clear that the commitment to responsible practices is a global movement. On topic, The Responsible Jewellery Council's renewed membership with ISEAL is not just a badge of honour; it is a commitment to fostering an industry where ethical sourcing and environmental stewardship are non-negotiable.

It already has been a big year for us. The beginning of 2025 saw Melanie Grant step down after two years at the helm as executive director overseeing and inspiring the RJC vision and growth. We launched a new Responsible Jewellery Council standard, the Laboratory Grown Materials Standard (LGMS), alongside updating and enhancing our Code of Practices (COP) and Chain of Custody (COC) standards. These pivotal advancements reinforce our promise to sustainability and ethical practices within the jewellery and watch industry, marking a significant leap forward in our ongoing journey toward greater transparency and responsibility.

Looking ahead we're excited to collaborate with the Carbon Trust this year, focusing on understanding the current state of carbon management among RJC members will guide us in developing a comprehensive toolkit, one that fosters resilience and accelerates progress towards lower carbon.

Together, we will ensure that the millions of people at the heart of the jewellery and watch industry continue to thrive, and that we respect and nurture our planet. We invite everyone to join us in this essential endeavour as we work hand in hand toward a sustainable future.

Thank you once again for your invaluable contributions and support over the past twenty years 2005-2025. We look forward to our continued partnership. Together, we can create a legacy that shines brightly for generations to come.

Please join us to celebrate the RJC 20th Anniversary!



“ Rio Tinto congratulates the RJC on its 20th anniversary milestone. We were delighted to be founding members of the RJC and over the ensuing two decades we have seen its enormous impact throughout the diamond and jewellery supply chain, from mine to market.”

Patrick Coppens,
General Manager, Sales and Marketing, Rio Tinto

CHAPTER 1

THE RJC AT A GLANCE

1.1 WHO WE ARE

Founded in 2005 by 14 member organisations (ABN AMRO, BHP Billiton Diamonds, Cartier, World Jewellery Confederation (CIBJO), Diamond Trading Company (part of De Beers Group), Diarough, Jewelers of America, National Association of Goldsmiths (UK), Newmont Mining, Rio Tinto, Rosy Blue, Signet Group, Tiffany & Co., and Zale Corporation), we are the world’s leading standard-setting organisation for the watch and jewellery industry, bringing together over 1800 companies of all sizes, from mining to retail.

We play a crucial role in promoting responsible practices and ethical standards within the jewellery and watch industry. Through our standards, certification and collaborative initiatives, the RJC aims to build trust, transparency, and sustainability across the entire jewellery and watch supply chain, ultimately benefiting consumers, communities, and the environment.

1.2 WHAT WE DO

We work to ensure that responsible standards are upheld right across the global jewellery and watch supply chain. The RJC team is responsible for maintaining and managing the standards. We ensure that our approved auditors effectively assess and confirm compliance with these standards. Subsequently, we issue certifications to members once the necessary due diligence is satisfactorily completed.

We also have an important role to play as the voice for the industry on its most critical Environmental, Social and Government (ESG) issues, helping to accelerate collective progress towards the Sustainable Development Goals (SDGs).

RJ²⁰ YEARS RESPONSIBLE JEWELLERY COUNCIL

LEAD WITH PURPOSE . . . INSPIRE WITH TRUST
CONTRIBUTE TO DEVELOPMENT

CELEBRATING 20 YEARS
AS THE WORLD'S LEADING
STANDARD SETTING ORGANISATION
FOR THE WATCH & JEWELLERY INDUSTRY

MISSION

We strive to be the recognised standards and certification organisation for supply chain integrity and sustainability in the global Jewellery and watch industry.

VISION

Our vision is a responsible world-wide supply chain that promotes trust in the global Jewellery and watch industry

VALUES

These values guide our decisions and actions

- We are respectful and fair
- We practice honesty, integrity, and accountability
- We engage in open collaboration



OUR JOURNEY TIMELINE



- 14 founding members meet to create a standards organisation for the whole jewellery and watch industry. Code of Practices (COP) standard under development

2005
- Mining supplement under development. It was subsequently incorporated into the 1st COP

2007
- Became a participant of UN Global Compact weaving its 10 human rights, labour, environment and anti-corruption principles into the COP

2009
- Launched first COP standard
- Joined the global sustainability standards organisation ISEAL

2011
- Launched the first voluntary Chain of Custody (COC) standard to support claims for responsibly sourced gold & platinum group metals

2012
- Launched the second revision of the COP with more emphasis on human rights and provenance claims

2013
- Launched the second COC standard, following input from 150 industry and non-industry stakeholders

2017
- Launched the third revision of the COP standard. Scope of materials expanded to include coloured gemstones and silver. Additionally, the COP now aligns with OECD Due Diligence Guidance and the UN Guiding principles on Business and Human Rights and includes requirements on the detection of lab-grown diamonds

2019
- Entered a partnership with the United Nations Global Compact on the 17 Sustainable Development Goals (SDGs)
- The Plumb Club becomes first trade association to require its members to join the RJC
- Signed the United Nations Economic Commission for Europe (UNECE) Declaration on Gender Responsive Standards and Standard Development – strengthening ongoing commitment to gender equality

2020
- Memorandum of Understanding (MOU) with Mumbai Commodity Exchange
- Launched the Roadmap to 2030 and Beyond

- Signed the UN Women’s Empowerment Principles
- Launch of the Generation Equality Campaign
- RJC’s 15th Anniversary
- 2021**

Entered into a partnership with the World Diamond Council and Natural Diamond Council

Joined the United Nations Global Compact’s SDG Ambition initiative

Launched the Sustainable Development Goals (SDG) Taskforce

Launch of the COP Update Consultation

Launch of the Laboratory Grown Materials (LGM) Standard Consultation

Launch of Gender Equality Campaign
- 2022**

Launch of Gender Equality Toolkit

Launch of Human Rights Due Diligence Toolkit
- 2023**

Update to the Roadmap to 2030 and Beyond

State of the Art Jewelry Summit in partnership with Harvard and GIA

Launch of ESG Toolkit

JewelryArts24 Competition launch

Launch of the COC Update Consultation
- 2024**

Launch of the new COP Standard

Launch of the new COC Standard

JewelryArts24 competition
- 2025**

Launch of the new LGM Standard

Hit 2,000 RJC members

RJC’s 20th Anniversary

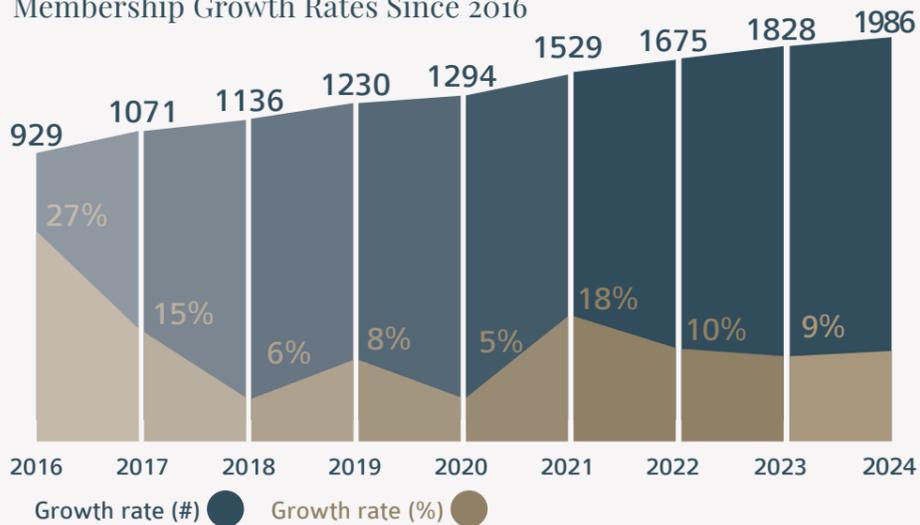
CHAPTER 2

MEMBERSHIP

We have grown from 14 founding members to 1,986 global members (as of Year End 2024).

2.1 OUR MEMBERSHIP EVOLUTION

Membership Growth Rates Since 2016



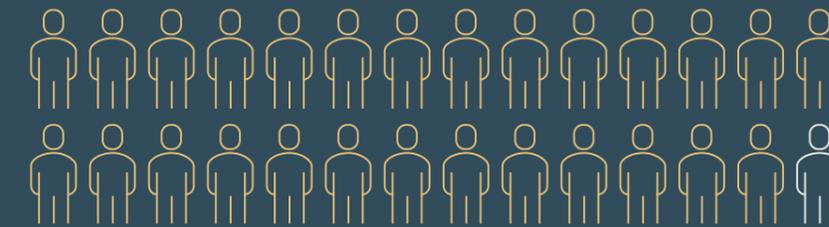
Membership Retention and Resignation Rates Since 2016



2.2 MEMBERSHIP SNAPSHOT 2024

Total Number of Members at Year End (YE) 2024:

1,986



Membership growth rate for 2024

1,966

Commercial members

20

Trade association members

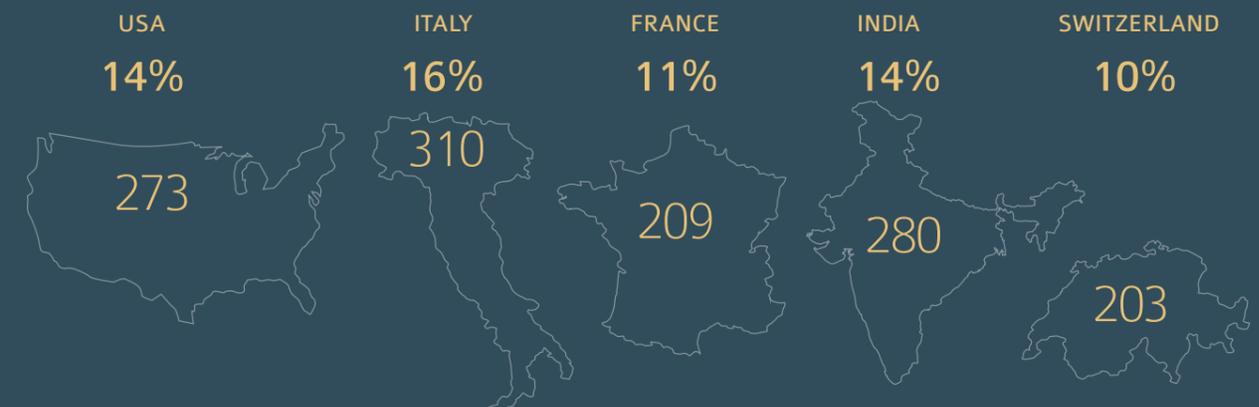
+209

Members joining in 2024

Commercial Membership Breakdown by Forum 2024



Top 5 countries for Member HQs, representing 65% of all members:



AN INTERVIEW WITH ARMAAN PARIKH, DIAROUGH

Armaan Parikh is a Director at the Diarough Group and represents the third generation of the Parikh family in the diamond industry, a legacy that began with his grandfather in 1975. Since joining the business in 2013, Armaan has managed the group's polished diamond operations in the key global hubs of Antwerp, Dubai, and Hong Kong.

Q: Reflecting on the past 20 years, what inspired you to be part of the Responsible Jewellery Council from the very beginning, and what did you hope to achieve?

A: We are incredibly proud to have been a founding member of the RJC. As a family business, we have always ensured that our values and principles sit at the heart of our operations and guide the way we conduct business. When the RJC was established, we immediately recognised it as an initiative that not only aligned with our principles but had the potential to implement ethical practices across the entire industry.

Our business spans much of the supply chain, giving us firsthand insight into the challenges and opportunities within the industry. We saw the RJC as a unifying force, bringing together like-minded partners from across these sectors. The RJC has demonstrated how ethical business conduct can have a profound impact. By working together, organisations of every size can not only uphold best practices but also actively participate in industry-wide transformation. It is through this unity that we can continue to shape a more responsible future for the jewellery industry.

Q: How has Diarough's commitment to responsible business evolved over the years, and what specific initiatives or projects have had the most meaningful impact?

A: Responsible business is a founding principle of Diarough, and our commitment can be seen in our continuous efforts to uphold transparency, accountability, and ethical practices. We work hard to ensure that our efforts extend not only throughout our operations but encourage and support the efforts of our stakeholders both upstream and downstream, helping to shape a more responsible jewellery industry. We achieve this through our own internal initiatives and collaborate with industry bodies such as the RJC and the Watch and Jewellery Initiative, as we believe working together drives meaningful progress.



Armaan Parikh,
Director, Diarough

Inclusivity and equal employment rights have always been at the core of our values. We proudly adhere to the Women's Empowerment Principles (WEP) and are immensely proud of our predominantly female skilled workforce, reinforcing our belief in fairness, opportunity, and empowerment.

One of our most significant recent initiatives has been our commitment to the Science Based Targets initiative. Following a comprehensive audit, we have pledged to reduce our CO₂ emissions by half by 2030 – and are already achieving significant reductions – a commitment that underscores our responsibility to the environment and our dedication to continuous improvement in sustainability.

Q: What are some of the key changes you've witnessed in the diamond industry over the past two decades, and how has Diarough adapted to these shifts?

A: One of the most transformative (and encouraging) shifts in the industry has been the transition from internally driven ethical initiatives to consumer-driven expectations. What was once a voluntary commitment by businesses has now become a fundamental requirement, as consumers increasingly demand ethical sourcing, transparency, and sustainability as standard. The growing awareness and adoption of initiatives like those pioneered by the RJC have played a crucial role in this shift. This evolution has been overwhelmingly positive, driving greater accountability and inspiring widespread improvements across the industry. Transparency initiatives – such as traceability technologies and third-party certifications that are tailored to consumers – are now essential in meeting these expectations. We are proud to have been at the forefront of auditable transparency models, consistently exceeding global standards to ensure accountability at every stage.

Q: As a founding member of the RJC, how has being part of this community influenced Diarough's approach to sustainability and ethical sourcing?

A: As a founding member of the RJC, it has been a privilege to see its growth over the last 20 years as it becomes an organisation that is synonymous with quality, trust, and responsible business practices for both retailers and consumers alike.

Being part of this community has not only strengthened our practices but also highlighted the growing impact of responsible business on the individual level. Today, company goals pertaining to sustainability and ethics are not just industry-driven, they matter deeply to the end consumer, forming a deep part of what is often a very meaningful purchase. This consumer-driven shift continues to inspire us to lead by example, and continuous improvement remains at the heart of everything we do.

Q: Looking ahead, what are your hopes for the future of the diamond industry, and how do you see RJC's role in shaping that future?

A: Our hopes are for a diamond industry that continues to evolve with responsible practices becoming not just an expectation but the standard across the entire supply chain, thus ensuring that every diamond tells a story of accountability, fairness, and positive impact. The RJC, as a unifying force, has been instrumental in driving this progress, and we believe its role will only continue to grow in significance.

By pioneering clear global standards and continuously raising the bar for responsible business conduct, we are certain that the RJC will not only remain a guardian of best practices but also strengthen its position as a catalyst for innovation in the industry. As consumer expectations continue to evolve, our hopes are for an industry that remains committed to meaningful action. With the RJC leading the way, we are confident that the future of the diamond industry will be one defined by trust, responsibility, and positive change.

CHAPTER 3

GOVERNANCE

3.1 RJC SYSTEM OF GOVERNANCE

The RJC is a standard-setting organisation, which develops, reviews and assures standards for the jewellery and watch industry as a pathway for members to sustainability best practices, responsible sourcing and supply chain due diligence.

The constitution of the RJC comprises the Articles of Association and Memorandum of Association. The RJC is a company limited by guarantee, incorporated in England in 2005 pursuant to the UK Companies Act. RJC Directors therefore carry the responsibilities set out under the Companies Act.

In addition, the RJC system of governance includes several features which effectively supplement the Companies Act, designed to ensure that directors represent the interests of their industry sector (forum), and that they are responsible for the three key decision-making bodies of the RJC - the Executive Committee, Standards Committee and the Assurance Committee. Those additional director's responsibilities also include oversight of the RJC's compliance with the ISEAL Code of Good Practice for Sustainability Systems (the ISEAL Code), as the RJC is a Code compliant member of the ISEAL Alliance and is subject to the ISEAL Code – critical to the RJC as a standard-setting organisation.

With overall strategic direction from the Board, operational management of the RJC is the responsibility of the Executive Director and a team of professional staff. All staff are hired on the basis of their expertise, most especially in the areas of standards development, assurance, membership and due diligence.

3.2 THE ARTICLES OF ASSOCIATION

The RJC Articles of Association were carefully designed to ensure that the RJC is fairly representative of the entire jewellery and watch supply chain. Any company or association in the supply chain, handling materials in RJC scope, is eligible to join the RJC. The RJC has approximately 2,000 members, with membership growing continuously.

The key features of the Articles are:

- a) RJC directors and officers are directly elected by the membership. The former are elected by the members of the industry forum in which the elected directors are also members. RJC officers (Chair, Vice-Chair, Hon. Secretary and Hon. Treasurer) are members of the Board ex-officio and are directly elected by all members of the RJC.
- b) Each of the eight industry fora are designed to ensure that all sectors of the jewellery and watch industry, from mining/LGM production to retail, are equally represented on the RJC board. Each forum is allocated positions for three forum elected directors.
- c) At every RJC Annual General Meeting (AGM), one director from each forum (the longest serving director) must stand down. The intent of this provision is to facilitate a regular renewal of the board, allowing other members in each forum the opportunity to stand for election to the board. No director is eligible to remain a director for more than nine consecutive years unless specifically agreed by the Board.
- d) No company or industry sector should predominate, again to ensure that the interests of the entire industry are fairly represented and accounted for in all decisions of the board. To that end, no RJC director represents their company whilst acting as an RJC board member.
- e) The Articles authorise the appointment of directors. However, this power should be used sparingly and only for specified reasons and for specific periods. The principle that the board is comprised of elected representatives of the membership is a cornerstone of the RJC governance system.

3.3 COMMITTEES

The Executive Committee provides operational guidance and support to the Executive Director in relation to the day-to-day management of the Council. The members of the Executive Committee are the officers of the Council, the co-chairs of the Standards Committee and any others as appointed by the Board. The membership of any other committee is determined by the Executive Committee. Members of committees need not be directors and, if the Executive Committee decides, may include stakeholders and non-members.

The Standards Committee comprises of an equal number of industry and nonindustry representatives, all appointed on the basis of their relevant expertise and experience. The Committee reviews and make recommendations on the design, implementation and continuous improvement of RJC standards, the expansion of RJC standards to include other jewellery and watch products and provide policy advice on the consultation and engagement of stakeholders and stakeholder input during standards development activities. The Committee operates in association with RJC assurance and certification staff.

The Assurance Committee assists in the development of policies and procedures relating to the evaluation and certification of members, approval of third-party audit firms, and activities that involve the operation of the RJC system. These activities include:

- overseeing the framework for approval and training of auditors and quality control procedures for auditors;
- providing guidance with respect to the development and revision of policies, processes and procedures relating to the evaluation activities and certification of members;
- providing an annual review of the operation of the RJC system; and
- overseeing the RJC's compliance with the ISEAL Code of Good Practice.

3.4 CONCLUSION

The RJC's governance rules and practices are designed to fairly and broadly represent all sectors of the industry, to ensure that all staff and committee members provide advice of the highest quality, and that the reciprocal accountabilities of the board, staff and committee members are carefully observed.



BUSINESS DEVELOPMENT



Kinjal Shah
Head of Asian Development

4.1 ASIAN MARKET

“ 2025 marks my decade-long tenure with the Responsible Jewellery Council. Throughout my time, I have been focused on cultivating strategic partnerships to create a heightened awareness of the RJC and assisting influential stakeholders and companies to join as members and supporters.

As a result, the RJC’s footprint has been significantly strengthened across the Asia and Middle East regions. 2024 saw dozens of speaking engagements that greatly enhanced awareness of the RJC across these crucial markets. RJC’s positioning as a preeminent “Sustainability Partner” has been reinforced through its active participation in various industry events and conferences, further solidifying its importance within the gems and jewellery sector.

Despite the globally challenging business climate, the RJC has maintained a robust growth trajectory in Asia throughout 2024, with an influx of large companies joining as members. Asia has emerged as a key driver of membership expansion for the RJC, with over 280 members in India and over 120 members from Thailand. Furthermore, pivotal hubs such as Hong Kong and the UAE have contributed to a combined total of over 550 members, which has significantly bolstered the RJC’s revenue.

Notably, the RJC has welcomed Eventell Global Advisory Private Ltd as a new supporter and is currently engaged in discussions with five additional trade associations for potential collaboration, further strengthening its industry presence and influence.”



Alyssa Fontaine
Head of European Development

4.2 EUROPEAN MARKET

“ In 2024, the RJC’s presence in Europe remained strong, with steady membership growth and deeper industry engagement. By year-end 2024, 53% of RJCcertified members were based in Europe, with the largest concentrations in Italy, France and Switzerland. The number of certified members in the region grew by 74, reflecting the sector’s continued commitment to ethical sourcing and sustainability.

Collaboration remains central to our efforts. The inaugural welcome event hosted by the Turkish Jewellery Exporters Association was a key milestone, strengthening ties in the region. We also welcomed new supporters such as Messe München GmbH – Inhorgenta and Münchner Mineralientage Fachmesse GmbH (known as The Munich Show/Gemworld). Jewellery Show London and Istanbul Jewelry

Show continue to serve as important platforms, not only for RJC’s visibility but also as essential venues where the trade can meet, connect, and do business. A special thank you to Bundesverband Schmuck, Uhren, Silberwaren und Verwandte Industrien e.V. for their continued support, including their impactful sustainability event last year, which highlighted our shared goals. We look forward to further collaboration.

Looking ahead, discussions are ongoing with several trade associations, and efforts to expand RJC’s physical presence in new locations are underway. These connections are key to further strengthening the industry’s commitment to responsible and sustainable practices, and they will continue to drive progress in the jewellery and watch sector.

As we celebrate 20 years since the RJC’s founding, we extend our gratitude to our European members for their dedication. Their continued contributions are essential in shaping a responsible and sustainable industry, and we look forward to another year of meaningful progress.”



Elyssa Jenkins-Pérez
Head of North American Development

4.3 NORTH AMERICAN MARKET

“ 2024 marked a year of renewed momentum, visibility, and alignment for the Responsible Jewellery Council in North America, and re-established a steady, localized presence that members across the U.S., Canada (and Mexico) had been eager to reconnect with.

I joined the RJC in mid-2024, where I leveraged my membership experience spending a few months supporting the Membership team progress applications, before fully transitioning into my role as Head of North American Development. By year-end 2024, the region had a total of 287 members (up from 256 in 2023), and received 38 new membership applications, reflecting growing awareness and interest in certification as a tool for building trust, transparency, and impact.

The return of a dedicated RJC presence in North America brought an overwhelmingly positive response from the industry. We deepened our relationship with Tiffany & Co.’s sustainability team and were honored to attend their Responsible Sourcing Breakfast. RJC also had a strong presence throughout NYC Jewelry Week, engaging with a wide range of stakeholders and expanding our visibility within the broader design and sustainability communities. Additionally, we joined the UN Fashion and Lifestyle Network and Ethical Metalsmiths, strengthening ties with both organizations to build bridges between aligned communities. We also continued regular engagement with the Plumb Club, including attendance at their annual Symposium, and ensured RJC’s voice was present at major industry gatherings including the Gem Awards, JVC Luncheon, 24 Karat Club Gala, and Jewelers Security Alliance Luncheon.

As we look ahead, planning is underway for the RJC’s Standards Roadshow. It will be timely opportunity to bring the industry together, celebrate progress, and continue building a stronger, more responsible future for the North American market. I’m truly thrilled to be part of the RJC team and the global impact we are making together.”

CHAPTER 5

DIGITAL TRANSFORMATION

Our mission to leverage digital technologies to create better ways of serving, supporting, and enabling our members and stakeholders continues to be central to our digital transformation journey.

5.1 BACKGROUND: RECOGNISING THE NEED FOR CHANGE

In the 15 years leading up to 2020, the RJC's digital and IT infrastructure faced growing challenges. As our member base grew and our strategic goals evolved, it became increasingly clear that a more modern, scalable, and resilient digital foundation was essential.

The onset of the pandemic and lockdown in 2020 further accelerated this need, underscoring the critical requirement for system modernisation to empower our team to continue supporting members and to deliver robust digital touchpoints for members and stakeholders."

Investing in digital modernisation positioned us to improve operational efficiency, elevate member services and experience, close certification backlogs, deliver strengthened standards, and proactively align with emerging regulatory requirements.

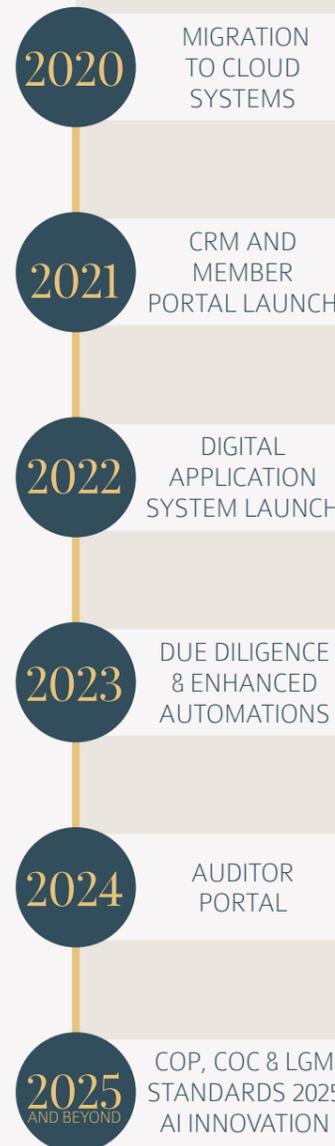
It was against this backdrop — and with a commitment to excellence — that our leadership recognised digital transformation as a fundamental enabler of our goals, making it central to our future strategy and direction.

5.2 STRATEGIC PRIORITISATION OF DIGITAL TRANSFORMATION

Our approach is centred around the following core areas with a multi-phased roadmap:

- Optimising internal operations through automation, cloud-based systems, and integrated platforms.
- Enhancing member engagement and strengthening industry partnerships with new digital channels, self-service options, and tailored communications for our membership and auditor communities.

OUR DIGITAL TRANSFORMATION ROADMAP tracing our journey from foundational investments to future innovations.



- Adding value to membership by introducing digitally enabled services and members only benefits and resources.
- Best practice data governance and security ensuring these are built into every phase of development and maintaining ongoing compliance in a rapidly changing regulatory landscape.

5.3 MILESTONES AND ACHIEVEMENTS

Over time, significant progress has been made across both internal and external environments:

- **Back Office Improvements**
Introduction of an integrated CRM system, supporting the member portal, membership application system and enhanced due diligence systems. Automations in our certification and membership department processes have led to measurable gains in efficiency, accuracy, and resource allocation.
- **Member Experience Enhancements**
Members can now access information and relevant industry updates through our modernised, mobile-responsive website, a member portal with self-service capabilities and communications tailored through data insights. A digital resource library, marketing tools, priority access to training workshops and other members only benefits have further deepened member engagement.
- **Culture and Capability Building**
Alongside technical improvements, we continue to invest in recruiting and upskilling our workforce, ensuring our team has the digital competencies needed to maximise the impact of new technologies. A cultural shift towards innovation, agility, and data-driven decision-making is emerging across the organisation.

5.4 LOOKING AHEAD

Building on the strong foundation of the last five years, we are now entering an exciting next phase of digital innovation. Future initiatives will focus on:

- Developing and expanding our system capabilities to support and scale two standards updates and implement our new Lab Grown Materials standard.
- Exploring emerging technologies such as automation of member and application services through artificial intelligence.
- Strengthening cybersecurity and data governance to safeguard member trust and organisational integrity.

As we move forward, our commitment remains clear: digital transformation is not a one-time project, but a continuous journey of innovation, adaptation, and value creation for our members and stakeholders to continue to uphold standards and ensure ethical and responsible practices across the watch and jewellery supply chain.

CHAPTER 6

STANDARDS

Advancing our standards through comprehensive revision – driving accountability and leadership in responsible business.

6.1 A DEFINING MILESTONE

2024 has been a defining milestone for RJC standards. With the release of the updated Code of Practices (COP) and Chain of Custody (COC) standards, and the forthcoming publication of the Laboratory-Grown Materials Standard (LGMS) in early 2025, the RJC continues to set the benchmark for responsible business practices in the jewellery and watch industry. These developments reaffirm our commitment to the vision that all jewellery should be responsibly sourced.

The revised standards set clear, practical expectations across the entire supply chain, enabling members to demonstrate accountability, align with evolving stakeholder expectations, and respond to increasing regulatory demands. Developed through an inclusive, transparent, and rigorous process, our standards ensure credibility, build trust, and support continuous improvement.

RJC standards are reviewed at least every five years in line with ISEAL requirements, ensuring they remain relevant, robust, and aligned with global best practice. The updates introduced in 2024 reflect both the maturity of the organisation and the growing urgency around issues such as human rights, environmental impact, and supply chain due diligence.

This year represents a major step forward, but also a foundation for what comes next. Responsible business is not a goal to strive for, but a standard to uphold.



6.2 MEETING THE CHALLENGE – OUR REVISED STANDARDS

RJC follows the ISEAL combined Code of Good Practices for Sustainability Systems and consults with a wide reach of industry experts when developing and reviewing our standards.

The public consultation process for the 2024 COP and COC review sought feedback from a wide range of stakeholders that would be impacted by changes made to the revised standards and timelines are set to give ample opportunity for those interested parties to provide their comments.

In addition, feedback was collected through a variety of channels including: roundtables, surveys and questionnaires, emails into our consultation and training mailboxes, and topic specific meetings collaborating with key stakeholders and partners. The process also relies heavily on the collaborations and review by our multi-stakeholder Standards Committee and taskforce who provide their direct input on each evolving draft throughout the process.

When it comes to the decision-making process, the RJC Governance Handbook is followed to the letter with the objective of achieving consensus. Where consensus is not possible, decisions are made by a majority vote. All comments that are submitted as part of the process are responded to and made publicly available on the RJC website.



6.3 UNDERSTANDING THE REVISED 2024 STANDARDS

The updated RJC COP and COC reflect the shifting commitments in the jewellery and watch landscape, providing a comprehensive framework for continuous improvement across all areas of operation.

6.3.1 Code of Practices (COP) Key Revisions

The RJC Code of Practices defines the requirements for establishing responsible business practices throughout the jewellery supply chain, from mine to retail and is now made up of 45 provisions. Several important updates have been made to strengthen the COP, while maintaining consistency with the 2019 COP materials in scope. The key changes are:

COP KEY REVISIONS	
HUMAN RIGHTS DUE DILIGENCE	Increased emphasis has been placed on human rights, with updated guidance aligned to the UN Guiding Principles on Business and Human Rights. This aims to support members in adopting more practical and effective approaches to implementation.
EXPANDED CLAIMS REQUIREMENTS	The claims provision has been broadened to cover not only provenance claims but all claims related to topics within the standard and RJC certification, reinforcing the importance of accuracy and accountability
STRENGTHENED ENVIRONMENTAL EXPECTATIONS	Environmental requirements have been significantly reinforced, with clearer expectations around climate, emissions, waste, and biodiversity, tailored to the scale and impact of member activities
ENHANCED SUPPLY CHAIN DUE DILIGENCE	Supply chain due diligence has also been strengthened, with a greater emphasis on tracing materials to their origin and conducting enhanced Know Your Counterparty (KYC) procedures
NEW SOCIAL RESPONSIBILITY REQUIREMENTS	Additional provisions now address diversity, equity and inclusivity, community health and safety, and the protection of cultural heritage, aligning the standard with global best practices and stakeholder priorities.

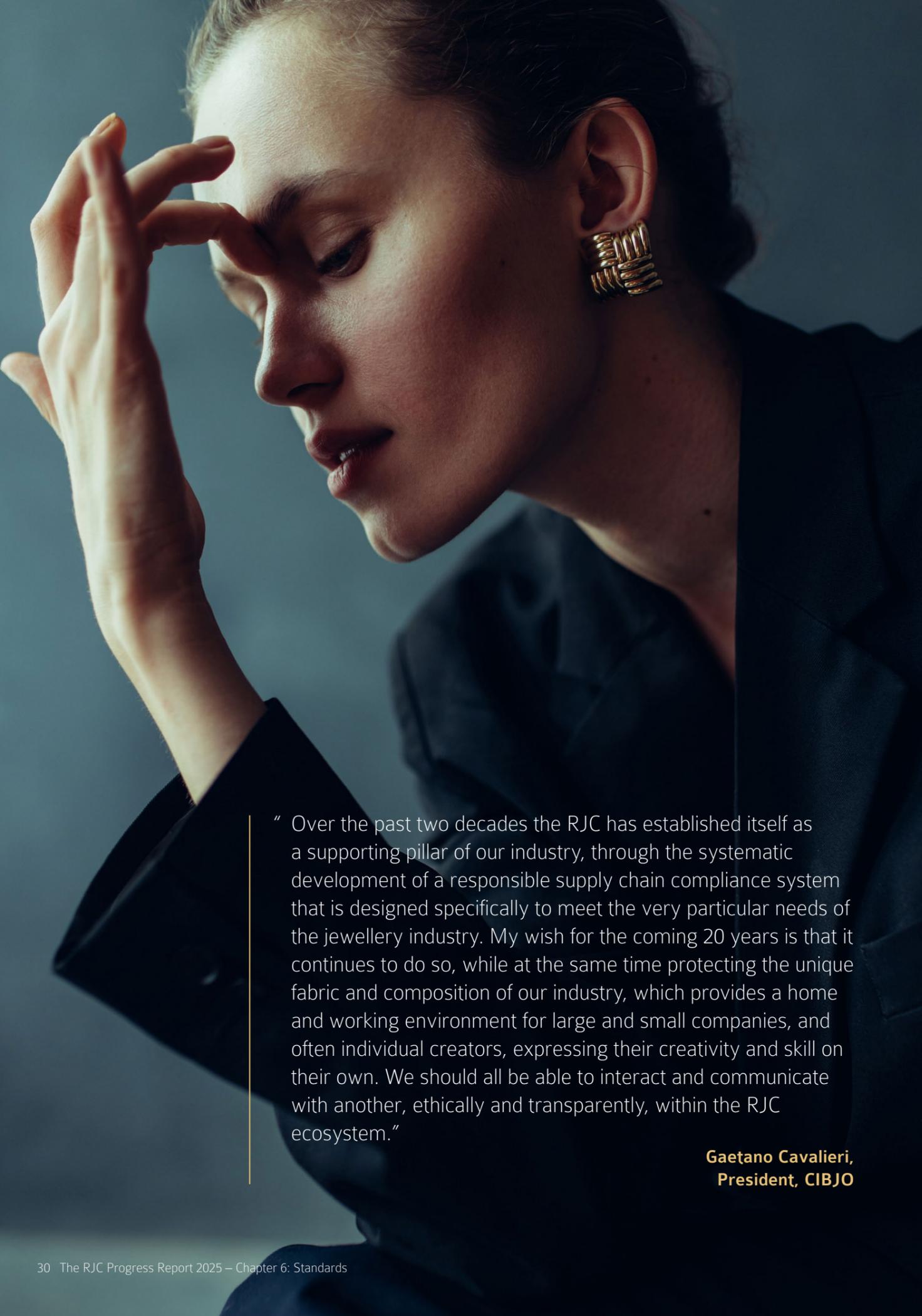
Overall, these revisions have been designed not only to strengthen the COP, but to help members respond to an evolving regulatory and stakeholder landscape.

6.3.2. Chain of Custody (COC) Key Revisions

The RJC Chain-of-Custody Standard defines an approach for companies to handle and trade gold, silver and platinum group metals in a way that is traceable and responsibly sourced. COC certification is voluntary and complements certification against the COP, which is mandatory for all members. Maintaining consistency with the 2017 COC materials in scope within ten provisions, the key changes are:

COC KEY REVISIONS	
STREAMLINING OF CONTENT	Duplicated provisions have been removed to reduce complexity and better align with existing COP requirements in provisions 7 and 12 (OECD COP 7 due diligence requirements, COP 12 KYC, internal material controls).
ENHANCED TRANSPARENCY AND REPORTING	New reporting obligations have been introduced for refiners, and product declaration requirements have been strengthened to support more robust disclosure practices
CLARIFICATION OF ELIGIBLE RECYCLED MATERIALS AND THEIR CATEGORIES	Definitions have been refined to clearly distinguish between pre-consumer, post-consumer, and waste-derived materials. Transparency requirements for material type have also been introduced.
STRENGTHENED DUE DILIGENCE	Eligibility criteria for recycled materials have been tightened, with enhanced traceability measures that mirror those for mined materials and promote deeper insight into material origin.
UPDATED TERMINOLOGY:	Language has been modernised, including a change in terminology to ensure cultural sensitivity while maintaining alignment with global standards, especially for the term “eligible grandfathered” to “legacied”
IMPROVED SUPPLY CHAIN CONTROLS	Guidance on outsourcing and affiliated service providers has been clarified, and procedures for reintegrating returned or unsold COC material into the supply chain have been formalised..

These updates reflect a continued commitment to responsible sourcing, regulatory alignment, and operational integrity across the supply chain.



“ Over the past two decades the RJC has established itself as a supporting pillar of our industry, through the systematic development of a responsible supply chain compliance system that is designed specifically to meet the very particular needs of the jewellery industry. My wish for the coming 20 years is that it continues to do so, while at the same time protecting the unique fabric and composition of our industry, which provides a home and working environment for large and small companies, and often individual creators, expressing their creativity and skill on their own. We should all be able to interact and communicate with another, ethically and transparently, within the RJC ecosystem.”

Gaetano Cavalieri,
President, CIBJO

6.4 COLLABORATION AND CREDIBILITY – THE KEY ROLE OF THE RJC STANDARDS COMMITTEE

The Standards Committee is tasked with reviewing and providing strategic guidance to the RJC management team in the development and formulation of RJC standards. The committee plays a key role in shaping the design and content of these standards, while also addressing broader strategic matters as they arise, particularly those that may impact the standards.

Comprising up to 14 industry representatives and 14 non-industry members, the committee ensures balanced representation and a fair decision-making process. Members are appointed by the RJC Board of Directors for an initial three-year term, with the option of re-election for a further term. The Committee Co-Chairs, representing industry and non-industry interests respectively, are elected for the same term duration.

6.5 CONFIDENCE IN OUR STANDARDS – THE ROLE OF THE ISEAL ALLIANCE

Our membership with ISEAL provides the confidence critical to promoting industry trust in our standards. ISEAL is the global membership association for credible sustainability standards, working to support schemes, like ours, improve how they operate, deliver greater impact and ultimately increase the effectiveness, integrity and greater uptake of sustainability standards.

The RJC is the only ISEAL Code compliant member for sustainable standards and practices in the watch and jewellery industry, reaffirming RJC’s position as the leading standards authority in the global watch and jewellery supply chain. To be ISEAL Code compliant means to have successfully undergone the rigour associated with an ISEAL independent evaluation against the ISEAL Code of Good Practice, defining how a standard should be developed, structured, and revised. ISEAL support their members work towards collective priorities that address the most pressing social and environmental issues we face in the world today.

6.6 HARMONISATION FOR ENHANCED EFFICIENCY AND GROWTH

RJC standards are carefully developed to reflect and support the core values and practices of its members, while aligning, where applicable, with other established frameworks that promote sustainability and responsible business behaviour. This alignment not only strengthens RJC’s standards but also contributes to the broader goals of sustainability and responsible business practices

When RJC standards align with recognised frameworks, members can avoid duplicating efforts in meeting multiple audit and reporting requirements, saving time, money, and administrative resources. This streamlined approach enables small businesses to redirect their resources toward value-adding activities, innovation, and growth rather than managing complex requirements independently.

Ultimately, by harmonising with external frameworks, RJC standards become more robust, comprehensive, and accessible for all members, regardless of size. This collaborative effort reinforces RJC’s commitment to driving positive change in the jewellery and watch industry while meeting the varied needs of our growing membership base.

AN INTERVIEW WITH MATTHEW RUNCI, FIRST CHAIRMAN OF THE RJC

Matthew Runci is a specialist in responsible minerals sourcing, corporate social responsibility, reputation management and public affairs. Matt facilitated the founding in 2005 of the Responsible Jewellery Council, based in London, whose purpose is to establish and maintain verifiable standards for businesses in the jewellery supply chain from mining through retail, serving as chair of the board of directors for seven years from its founding until his retirement from the industry.

Q: You were instrumental in the early days of the RJC's formation. Looking back, what were some of the key challenges and hopes you had when laying the groundwork for what the RJC would become?

A: I remember very clearly a series of events that eventually led to the formation of the RJC. To be clear, in the early stages there was not even a vague idea that a new organisation would be created. With the launch of the Kimberley Process, a trading scheme for rough diamonds built on collaboration between governments, industry and civil society, the hope was that the trade in blood diamonds would be curbed. Yet leading retail jewellers in the United States continued to ask what other risks might exist within the supply chain, not just for diamonds, but also for gold, other precious metals and coloured gemstones.

Jewellers of America commissioned a risk assessment conducted by PwC, a leading global firm based in London. The findings revealed risk across all sectors and at multiple levels. The JA board of directors authorised me, as CEO, to engage major corporations across each sector, share the results and request feedback. In nearly every case, business leaders indicated that they were already engaged in some form of self-assessment, and some were even working on their own codes of practice with measurable standards. However, while this work progressed, it was widely recognised that the risks to public confidence affected the entire industry and were therefore beyond the capacity of any single company to manage alone. In short, no firm could fully safeguard its reputation if consumer trust in the sector began to erode.

Moreover, there was broad consensus that a patchwork of individual and potentially competing codes would only confuse consumers and place an undue burden on businesses operating in the middle of the supply chain.

At a special meeting convened by Jewellers of America in London, attended by key organisations from the diamond, jewellery and gold sectors, it was agreed to fund, on an interim basis, the design and launch of a new organisation. Its purpose would be to create an industry-wide code of practices, with standards applicable across all levels of the supply chain and multiple sectors. Crucially, these standards needed to be independently verifiable.



Matthew Runci,
First Chairman
of the RJC

A volunteer working group began collaborating with consultants to draft a template for what would become the RJC. After six months of intense work, the RJC was incorporated with its headquarters in London. I was asked to chair the board of directors of the new organisation, with the first task being to appoint a highly qualified CEO who would go on to build a professional team. Meanwhile, the development of the standards continued.

Q: When the RJC began, did you ever imagine it would grow into a global community of over 2,000 members? What do you think were the driving forces behind that growth?

A: When the RJC was founded, I can say with certainty that no one anticipated the scale it would ultimately achieve. While the vision from the outset was global, our immediate focus was on addressing each challenge as it arose.

And there were many. The concept of a new organisation met with resistance. For businesses, paying for membership and verification meant additional costs with no guaranteed return, particularly in the early days. Only a few were willing to be early adopters, while most preferred to observe from the sidelines.

Some existing trade bodies viewed the RJC as a potential rival, even though none were directly tackling the same set of industry-wide risks. Because initial financial support came primarily from larger firms, smaller businesses also expressed concerns that their interests might not be adequately represented. Some feared that any gains would come at the expense of others.

However, the RJC was firmly committed to addressing the needs of the entire industry. From the beginning, it was clear that unless we developed a set of standards and verification procedures that were practical and accessible to any company, the organisation would not succeed. That goal kept us going.

Q: Are there any pivotal moments or milestones in the RJC's journey that stand out to you as turning points in its development or influence?

A: Yes, there certainly are. In the life of any organisation, there are key moments that mark a shift in trajectory. From my perspective, one of the earliest was securing the initial commitment to explore the feasibility of creating a new body. Appointing a CEO, which allowed me to return to my role representing Jewellers of America and chair the RJC board, was also essential.

Another turning point was raising awareness of the RJC's value among companies that were not consumer-facing and often had limited visibility into their own supply chains. Expanding beyond diamonds to include precious metals and coloured gemstones was another major milestone. These moves brought new stakeholders into the fold and reignited discussions around shared challenges and differing approaches.

Q: Looking ahead, what is your vision for the future of the industry, and what role do you hope the RJC will continue to play in shaping that future, particularly in terms of trust, transparency and impact?

A: Although I am now far removed from the industry, I still firmly believe that maintaining the trust of both business partners and consumers is essential. This is an industry that offers not only products but emotional significance. Transparency is the foundation of that trust.

The RJC has been, and must continue to be, the key driver of efforts to uphold that trust. I wish you heartfelt congratulations on your first twenty years.

CHAPTER 7

KNOWLEDGE

In 2024, RJC established the Knowledge department, to provide our stakeholders with education and resources on a wide range of topics, from the RJC member journey, implementing our standards, as well as conducting RJC audits and employee training.

Education has always been an essential part of the RJC, but grew in importance in 2024 with the release of our 2024 Code of Practices (COP), 2024 Chain of Custody (COC) and 2025 Certification Process Requirements (CPR), and Member Certification Handbook.

7.1 MEMBER EDUCATION

RJC members have access to a wide range of webinars, resources and toolkits, which are available exclusively on our **Member Portal**.

In 2024 we introduced our Member Welcome workshops, a bi-annual webinar that takes new and existing members through each stage of their membership journey from joining to re-certification. This workshop is an exclusive member benefit, and features information on your membership, guidance on how to conduct your selfassessment, what to expect at your RJC Audit, and guidance on how to use the RJC logo to market your RJC membership. Through this workshop we reached over **300 stakeholders**, with surveyed attendees reporting a **64%** increase on their knowledge of the RJC member journey after attending the workshop.

In 2024, we also saw the introduction of the G7 Import Restrictions, in addition to our dedicated guidance, we hosted two webinars to guide our members through the restrictions and how they can use the COP to support our members in implementing the requirements. Through this webinar we reached over **200 stakeholders in 139 countries**.

Through our webinars we reached **13%** of our member companies, and we look forward to seeing this number grow in 2025.

7.2 AUDITOR EDUCATION

We remain committed to providing ongoing learning and support to our RJC auditors. With the release of the updated 2024 COP and COC, and the 2025 Certification Process Requirements, we developed a suite of e-learning courses to educate RJC auditors on the new requirements.

We have launched **4 courses**, comprised of **21** modules and **4** assessments, these interactive e-learning courses educate auditors on the requirements of the RJC standards and Certification Process Requirements. RJC auditors must complete these courses before they are able to conduct any audits against the 2024 COP and COC.

Our auditor training courses total over **30 hours**; 2 of our courses are APSCA CPD recognised training, with our 2024 Code of Practices course having **10.5 hours** CPD hours and our 2025 Certification Process Requirements having **2.75 hours**.

These courses are designed specifically for RJC auditors and offer interactive rich content to equip them with the tools they need to confidently and effectively conduct RJC Audits.

In addition to our e-learning courses, we continue to host 2 Auditor Workshops per year on key topics. In our June and October 2024 workshops, we reached over **130 auditors in 64 countries**.

Want To Know More About RJC's Educational Offerings?

Make sure to sign up to the RJC newsletter and visit the member portal for more information.

“ Over the past two decades, Rosy Blue’s journey working on the code of practices has shaped our commitment to integrity, transparency, and ethical sourcing. As we look ahead, we envision a diamond industry where responsibility is not only the sector’s standards but a shared promise—ensuring every stone tells a story of sustainability and trust for generations to come.”

Ravi Bhansali,
Managing Director, Rosy Blue

CHAPTER 8

ASSURANCE

The purpose of the Assurance Department is to ensure a credible and quality audit, conducted by objective and competent RJC approved auditors.

A robust audit process supports members to implement and maintain the RJC's Code of Practices and Chain-of-Custody, as a pathway for companies to address sustainability best practices, responsible sourcing, and supply chain due diligence.

Since its inception, the RJC had dedicated personnel to oversee the overall assurance and audit activities. In 2012, the RJC became a full ISEAL member and has since been assessed several times against the ISEAL Assurance Code of Good Practice. Aligning with ISEAL's increasingly integrated, system-wide approach to assurance, the RJC Assurance team has continued to develop, emphasizing credibility, adaptability, and stakeholder trust.

In 2024, the Assurance team undertook a complete review and revision of the core assurance documents, resulting in the new 2025 RJC Member Certification Handbook and 2025 RJC Certification Process Requirements for Certification Bodies and Auditors. The new documents are aligned with ISO 17065 Conformity Assessment — requirements for bodies certifying products, processes and services and assign certification issue and management to the audit firms.

This marks a change to the RJC's role as an organisation, which has historically covered certification, alongside standard setting.

8.1 CRITICAL BREACHES & DISCIPLINARY PROCEEDINGS

8.1.1 What Are They?

Definitions:

COP Critical Breach – any major non-conformance identified against COP critical provisions (6.1, 7.1, 16.1, 16.2, 17.1, 17.4, 18.1, 19.1, 19.2, 20.1, 22.1, 25.2, 26.2c, 28.1, 29.1, 33.1, 38.1, 38.2, 38.4, 39.2a, as per the RJC Assessment Manual p. 34, Table 6).

COC Critical Breach – a critical non-conformance raised against any of the COC provisions, supported by objective evidence triggered by deliberate falsification of information required to support a conformance rating; or a systemic failure of the management system to implement the COC; or total lack of controls needed to manage business risks to the COC.

Disciplinary Proceedings against an RJC member can be triggered by a complaint, judgements of a court of law, or other indicators of poor performance or failure to comply with the RJC requirements, such as a critical breach, as per section 5.2 pages 18-19 of the RJC Assessment Manual. Disciplinary proceedings also apply to RJC-approved audit firms.

Critical breaches were introduced in 2009 as a classification for major findings against critical provisions in the Code of Practices (COP). The purpose of the critical breach was to address severe violations of the COP (such as significant human rights infringements or systemic failures in due diligence) that warrant a stronger response than the previously established classifications of major and minor. A Chain of Custody critical breach is a finding, supported by objective evidence, raised against any of the COC provisions, in the case of deliberate falsification of information required to support a conformance grading, a systemic failure of the management system to implement the COC or a total lack of controls needed to manage risks to the chain of custody.

The introduction of the critical breach category provided a more robust and transparent mechanism for dealing with the most serious infractions, thereby enhancing the integrity and credibility of the RJC's certification system.

- o **2009** - COP critical provisions were introduced relating to Kimberley Process, Product Integrity, Child Labour and Young Persons, Forced Labour, Health and Safety, Discipline and Grievance Procedures, Hazardous Substances and Waste.
- o **2013** - COP critical provisions were aligned with the 2013 COP.
- o **2019** - More COP critical provisions were added to the list including Human Rights (COP 6), Working hours (COP 16), Remuneration (COP 17), Non-discrimination (COP 22), Indigenous peoples and free, prior and informed consent (COP 33), Biodiversity (COP 38), Tailings and waste rock (COP 39).
- o **2020** - Due Diligence for Responsible Sourcing from Conflict-Affected and High-Risk Areas (COP 7) was added to the list of critical provisions.
- o **2021** - The RJC saw a peak in critical breach findings in 2021, following the implementation of the 2019 COP and the addition of COP 7.
- o **2025** - Health and Safety was added, specifically practices or conditions that could pose an immediate threat to the health and safety of the workforce or visitors to the site, requiring immediate rectification.
- o Over time, Human Rights Due Diligence (COP 6) and Due Diligence for Responsible Sourcing from CAHRA (COP 7) have continued to be the most commonly found critical breaches, though the overall decrease in findings year on year suggests a growing conformance with due diligence within the RJC membership base.

Critical Breach Findings



8.1.2 How Does The RJC Handle Them?

Audit:

If a critical breach is identified during an RJC audit, the auditor must notify both the member and the RJC within 3 (three) working days of identifying it and provide full details. The audit must be completed.

After a critical breach is identified:

- Member suspension takes place from the RJC website while the critical breach is under review.
- Member has 4 (four) weeks from formal notification to submit a corrective action plan AND evidence of implementation in relation to the critical breach.
 - o Member can access online resources such as RJC Toolkits & templates and COP 2019 provision walkthrough, as well as request support by emailing training@responsiblejewellery.com.
 - o Regular member training webinars are held by the RJC on specific provisions such as COP 6 Human Rights and COP 7 Supply Chain Due Diligence, as per our Events page.
- Auditor has 2 (two) weeks to review member's response and may ask further information.
- The case is closed once the critical breach has been either downgraded to a minor non-conformance or closed, at the auditor's recommendation.
- The audit report is finalised and submitted to the RJC.
- If the critical breach case is not closed, disciplinary action may be considered against the member by the RJC Executive Committee, at the recommendation of the Executive Director.
- This can include an RJC written statement of objections to the member's conduct, the possibility for the member to submit a written response to the objections within 30 days, a final vote by the RJC Board of Directors on the proposed disciplinary action, such as temporary or permanent loss of RJC membership and an appeal right for the member.

8.2 2024 CRITICAL BREACH CASES

In 2024 there were 8 COP critical breach cases, compared to 20 cases in 2023. In fact, we are seeing a further downward trend of critical breaches in 2024 from a yearly average of 26 for the three years prior, which may indicate improved member compliance to critical provisions COP 6 & 7, that were introduced in 2019.

These critical breaches reflect the countries where the critical breach was identified during the audit, not the member's country of registration (central office), given that many of our members operate facilities and entities across multiple countries. The United Kingdom led with the most critical breaches (3 cases), with 1 case per all the other countries.

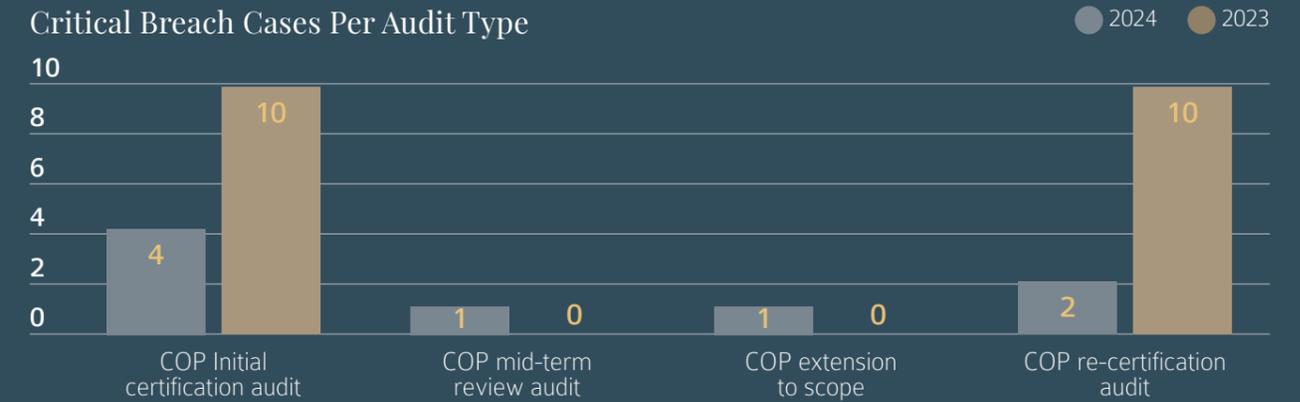
In 2024, we continued our targeted member support for critical breaches, which consists of reaching out to the member immediately after critical breach identification, explaining the process, and directing the member to the Member Portal which contains toolkits and templates, training videos, and any upcoming member training. We also offer the support of the RJC Member Training team, in case the member has any Standard-specific questions that arise while working to address the issues. Communication and follow-up on member progress from the RJC is maintained throughout.

The RJC initiated disciplinary proceedings against one member due to their failure to close or downgrade the critical breach finding, however, the member resigned their RJC membership part way through.

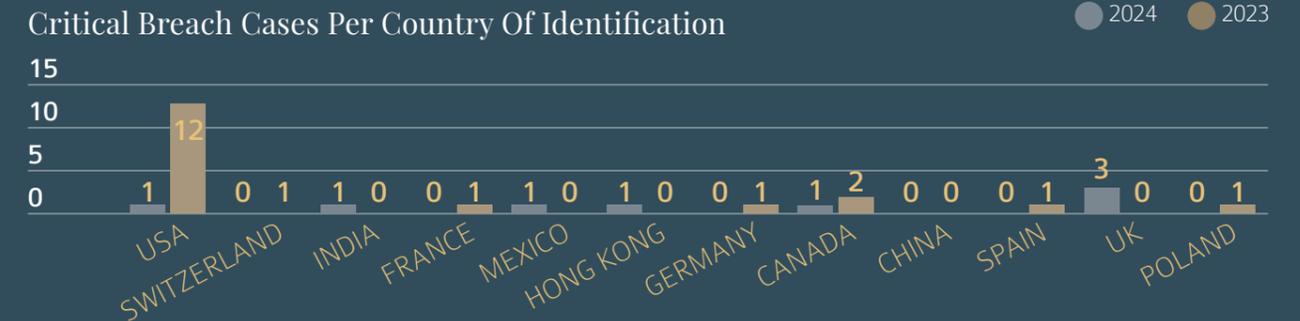
In 2024, we continue to see COP 6 & 7 maintain their position as the provisions with the highest number of critical breaches. It is common to see members have a combined critical breach of COP 6 & 7 together, as well as COP 7 on its own. Note that one critical breach case can have multiple critical breach findings against various provisions.

CRITICAL BREACH SNAPSHOT 2024

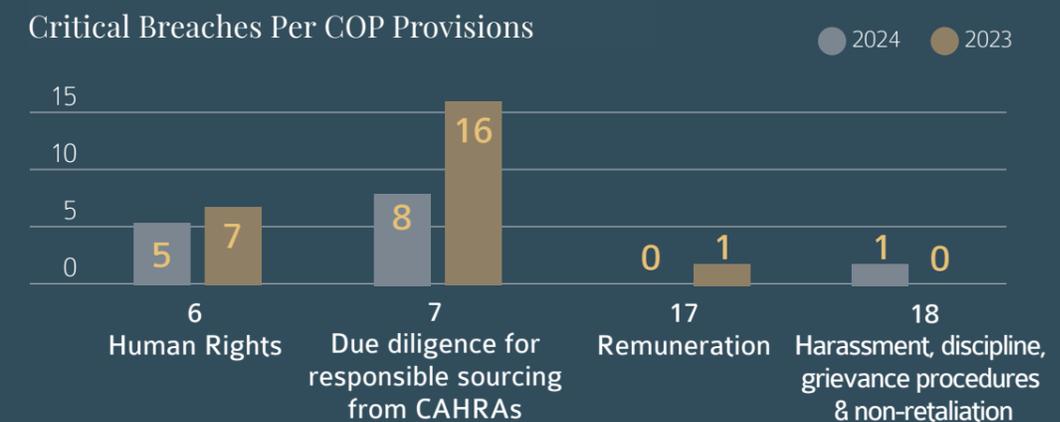
Critical Breach Cases Per Audit Type



Critical Breach Cases Per Country Of Identification



Critical Breaches Per COP Provisions



Critical Breaches Per Member Forum



8.3 MEMBER SUSPENSIONS

Member suspension refers to the removal of the member's profile page from our website under certain conditions:

- The member is subject to disciplinary proceedings as per the RJC Assessment Manual (such as, but not limited to, the member having a Critical Breach raised against them at their latest audit).
- The member has reached a Code of Practices (COP) audit deadline (first certification, re-certification, mid-term review) or a Chain of Custody (COC) audit deadline (first certification, re-certification, surveillance), but failed to complete the audit or to provide a booked audit date as a minimum. If the audit deadline refers only to the COC, the member page will remain visible but will only show the COP certificate(s), while the relevant COC section will be hidden.
- The member has reached their audit deadline, but the audit and the audit report have not been completed and submitted during the subsequent 12 months. Should the audit and audit report be completed after 12 months from the audit deadline, the member's profile page will be reinstated only when their new certificate is issued.
- The member fails to make any payment of membership fees within a maximum of 3 months from the invoice due date. Membership can also be resigned for non-payment of the membership fee in such cases.

8.4 COMPLAINTS

8.4.1 Summary of the RJC Complaints Mechanism

The complaint's mechanism was first introduced in 2009, with the last revised version released in 2020. The Complaints Mechanism defines how the RJC responds to complaints regarding potential nonconformity with the RJC Certification System.

Who can complain? RJC Members and/or their employees, audit firms or auditors, third parties with a material interest in the member certification.

When can they complain? Within one year of the incident.

How to make a complaint? By completing the RJC Complaint Form and submitting it to the RJC together with supporting evidence. This includes credible information, records, observations, personal knowledge and/or statements of fact.

1. For a complaint to be admissible it must fall within the scope of the RJC Complaints Mechanism, which relates to (potential) non-conformances with the RJC's certification or assurance systems, or with its conduct in relation to governance and policies.
2. Whistleblowing complaints can be submitted anonymously to the RJC by telephone, email or letter.
3. Whistleblowing situations exempt, the RJC will facilitate and encourage a dialogue between the complainant and the respondent.
4. Complaints may be resolved through the dialogue process itself, as a form of early-stage resolution. Should that not be the case, the complaint will be referred back to the RJC for further formal processes to progress resolution of the complaint.
5. The RJC may take further action on unresolved complaints that relate to areas of RJC responsibility (Auditor or audit firm, RJC membership, RJC certification).
6. The RJC will define the next steps (flag issue for next audit, define corrective actions, trigger disciplinary proceedings or an ad-hoc investigation etc.)
7. Where triggered, a formal investigation means that a complaints panel is appointed, consisting of RJC staff and an independent third party, to conduct the investigation and report on the outcome and proposed actions to the RJC's Executive Director.
8. Depending on the outcome of the investigation report, the complaint is dismissed or upheld. In the latter case, the report will recommend corrective actions, suspension or withdrawal of RJC certification, temporary or permanent loss of RJC membership, suspension or withdrawal of approval for auditors and/or audit firms or it will require a further audit to investigate and/or follow-up on corrective actions.
9. Members, audit firms and auditors have the right to appeal loss of RJC membership or auditor approval within three months of notification of the relevant decision. Appeals will be heard via reconsideration of the complaint in formal investigation process under a different panel.

“ Since 1906, Jewelers of America has been advancing the fine jewellery industry and setting high ethical standards and fostering professional growth for members as well as the industry at large. In our commitment to the industry, we have always believed in the power of collaboration. As a founding member of the RJC, Jewelers of America has been able to ensure the representation of even our smallest member, enabling seamless supply chain transparency and confident jewellery consumers. We look forward to continuing to grow the RJC and adapt to the new challenges facing our industry.”

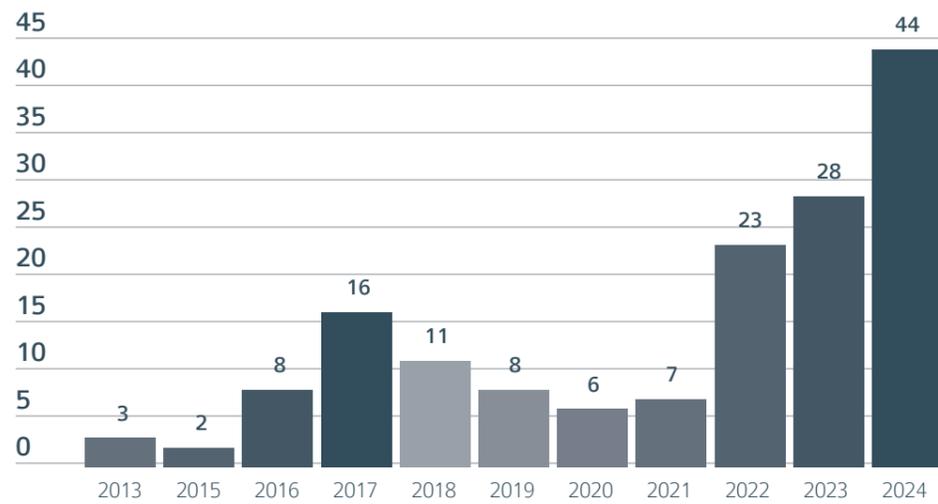
David J. Bonaparte,
President & CEO, Jewelers of America

8.4.2 Number of Complaints

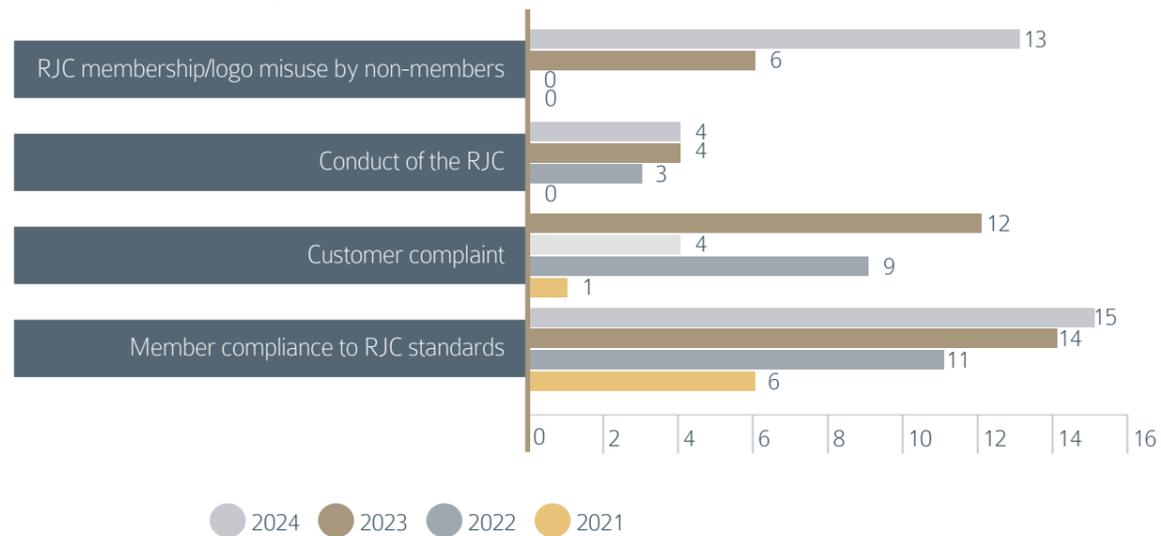
The increase in complaints in recent years is linked to the RJC membership growth as well as becoming more known to the wider public. While receiving more complaints can seem negative, a well-used mechanism is a positive indicator of an accessible and trusted mechanism.

Non-RJC members attract the most complaints, as the RJC increases its membership base and becomes more known to the wider public. Second are complaints against members in the Jewellery and watch retailer forum, followed by members in the Jewellery and watch manufacturer and/or wholesaler forum.

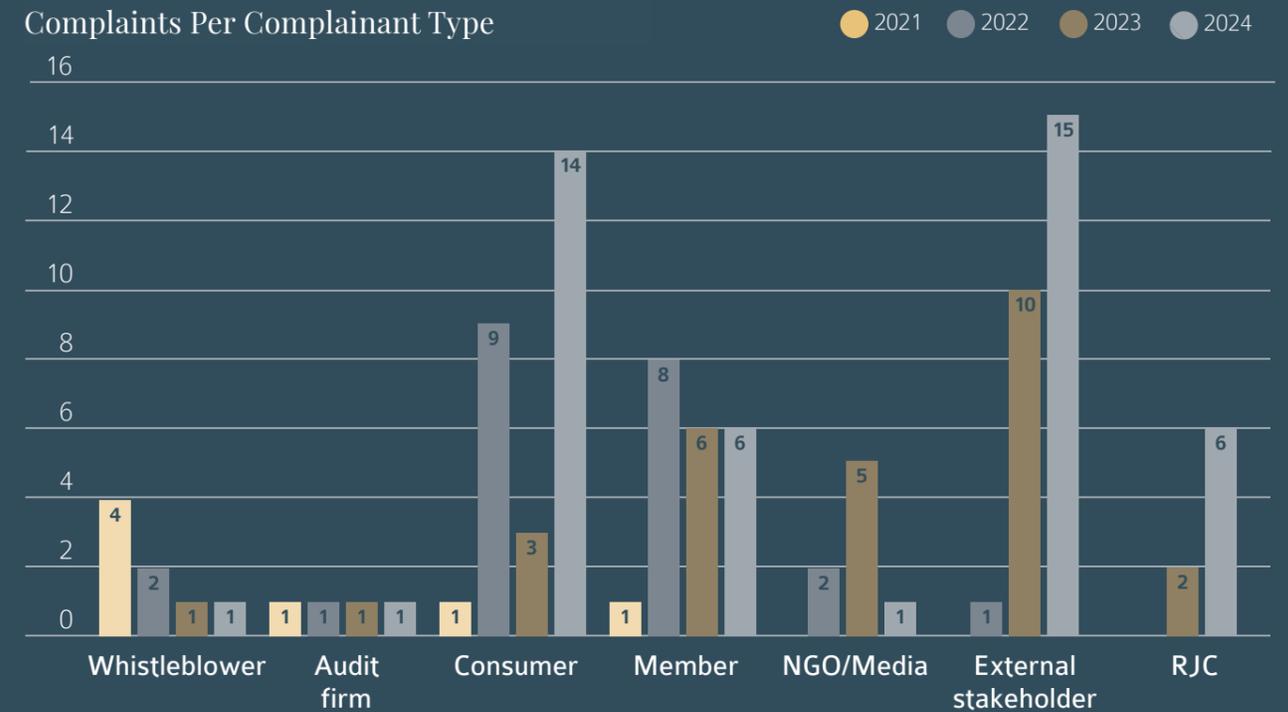
Number of Complaints



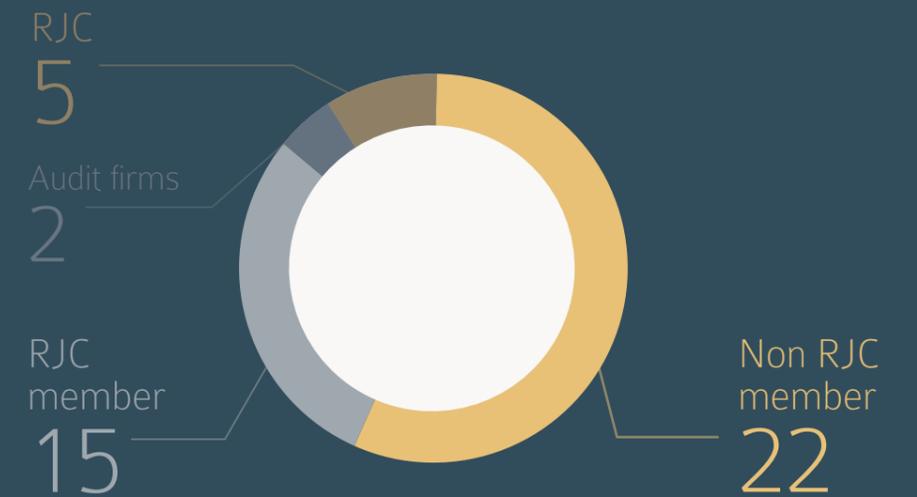
Complaints Per Category



Complaints Per Complainant Type



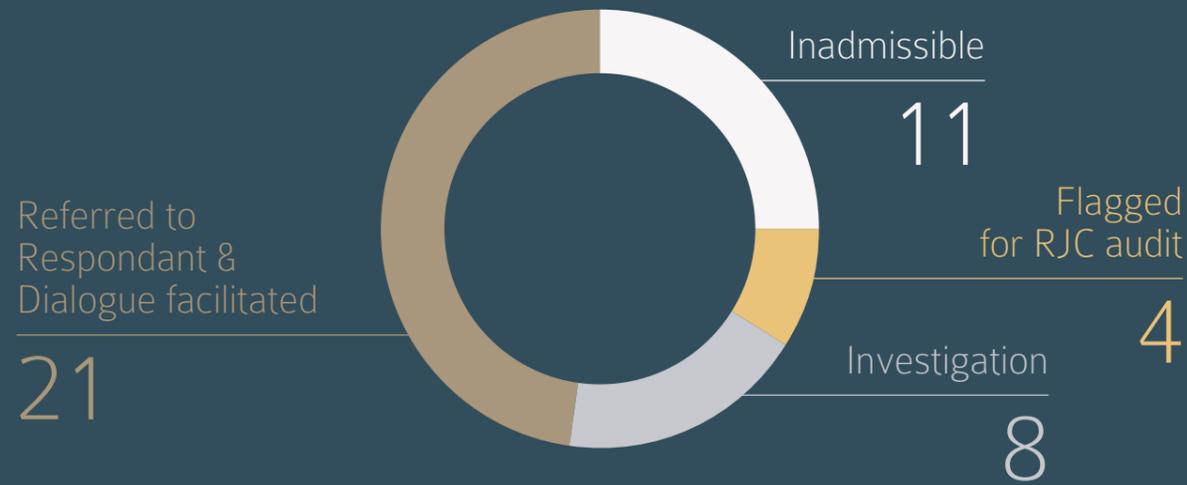
2023 Complaints Per Respondent Type



Complaints by Member Forum 2024



2024 Action Taken Per Complaint



The Minera Yanacujhuca Accident

Minera Yanacujhuca S.A.C. (MYSAC), Peru, joined the RJC in 2012 and since then has been granted several COP certificates (in 2014, 2017 and 2021) and COC certificates (in 2017 and 2021). The last COP recertification audit took place in 2021, with a subsequent mid-term review (reduced scope audit, focused on open findings from the previous audit) in March 2023, as per the RJC certification cycle. It was with great sadness that we learned about the deeply tragic loss of life that occurred in May 2023, following a fire at MYSAC premises. We immediately triggered our Complaints Mechanism and reached out to MYSAC in regular intervals to foster engagement. Following our due process, we were compelled to wait for official reports issued by the Peruvian authorities, which we received by January 2024 via third parties. At that point, we started an internal review and took the step of suspending their membership and certification during the investigation. In August 2024, the mine was assessed on-site by a mixed team of independent third-party mining specialists, while the RJC team initiated enhanced due diligence on the member. In 2025, we continue to engage with the mine regarding the outcome of the assessment and next steps.

8.5 INCIDENTS

In 2024, we expanded our collaboration with Assurance Services International (ASI), introducing incident handling services including media risk scanning for several RJC member fora, as per the ASI Incident Handling Procedure.

An incident is defined as 'Any reported suspected or actual wrongdoing that threatens the reputation and/or integrity of the RJC and that is not raised as a complaint under the relevant RJC Complaints Mechanism.

Under this extension of our partnership, ASI conducts daily scans of industry and local news sites to identify high-risk reports relating to the RJC and RJC members. Following identification, ASI collaborates with the RJC to review and appraise these reports, implementing appropriate actions to mitigate or avoid evidenced risks.

RJC stakeholders can now also report an incident (a suspected or actual wrongdoing) directly to ASI using the online reporting form, and ASI will follow its procedure to process and respond to incidents as per the ASI Incident Handling Procedure.

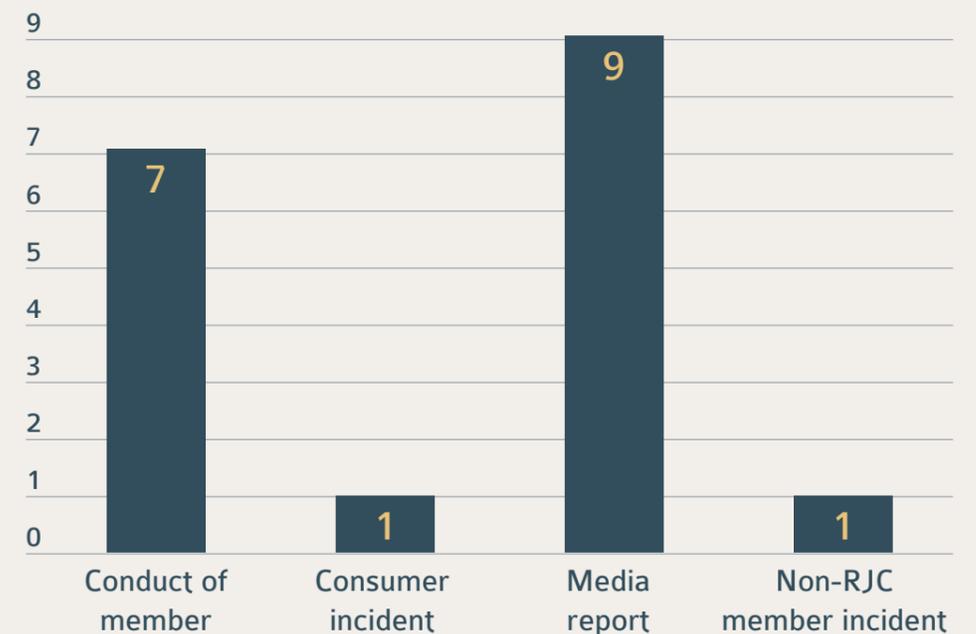
Melanie Grant, RJC Executive Consultant remarked, "This new initiative with ASI is an important addition to our risk management strategy going forward. Business resilience up and down the supply chain requires awareness across global media as well as adherence to responsible practice as risk itself evolves."

Frazer McFadyen, ASI Integrity Manager, emphasized the significance of this initiative, stating, "This step to increase risk monitoring will not only enhance our ongoing partnership, but also help ensure we can provide more robust and focused risk interventions with the RJC, to enhance their operations and ensure the integrity of RJC Certification."

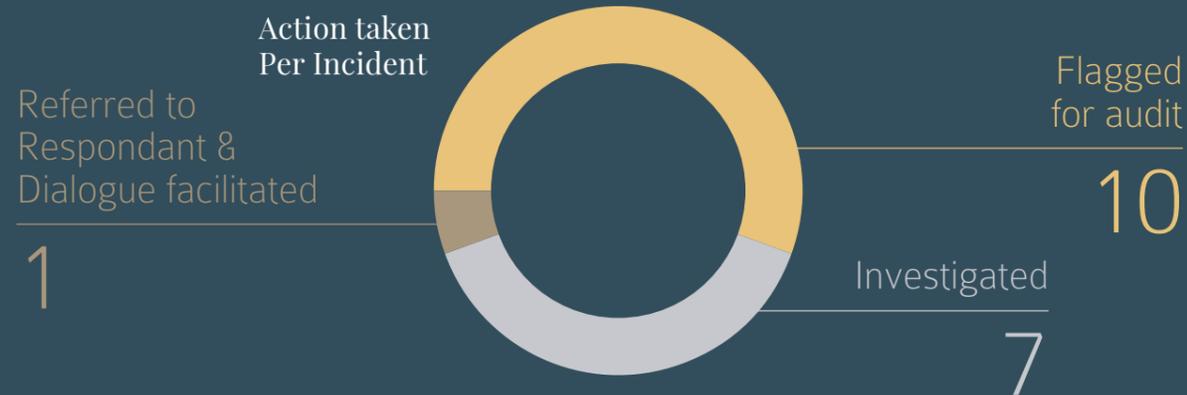
This new element will complement existing assurance activities already in place, such as audit firms' office assessments and witness assessments and ad-hoc investigations, reinforcing the commitment to maintain the highest standards of integrity within the industry.

In 2024, 68 incidents were logged on the ASI Portal. This includes a number of historical incidents (occurring in 2020 or earlier) logged by the RJC. Of these 68, the RJC took action on 18 incidents. Action for these incidents was determined based on the priority of the incident, which ranges from minor, normal, major, and critical.

2024 Incidents Per Category



Incident by Member Forum 2024



8.6 REMOTE AUDITS

The RJC has long recognised the value of remote auditing in building a more resilient and flexible assurance system. Remote audits can deliver greater efficiency, reduce costs and carbon footprint, and increase access to a wider range of expertise. They also enhance audit reach, enabling assessments in locations without local auditor presence and facilitating targeted reviews across broader facility samples in a more time- and cost-effective way. However, the nature of remote audits also requires careful management to maintain the integrity and rigour of the audit programme.

The COVID-19 pandemic introduced unprecedented global disruptions. As countries enforced lockdowns and travel restrictions, businesses—including those in the jewellery supply chain—faced significant operational challenges, from closed manufacturing sites to demand shortfalls. To ensure business continuity and uphold certification integrity, the RJC, alongside its approved auditors and members, had to quickly adapt.

Acting on guidance from ISEAL and in consultation with its membership base, the RJC responded by issuing a Remote Audit Derogation in July 2020, as an amendment to the RJC Assessment Manual expanding the use of remote audits to cover all audit types. This enabled audit firms and eligible RJC members to proceed with scheduled audits, even when on-site visits were not feasible.

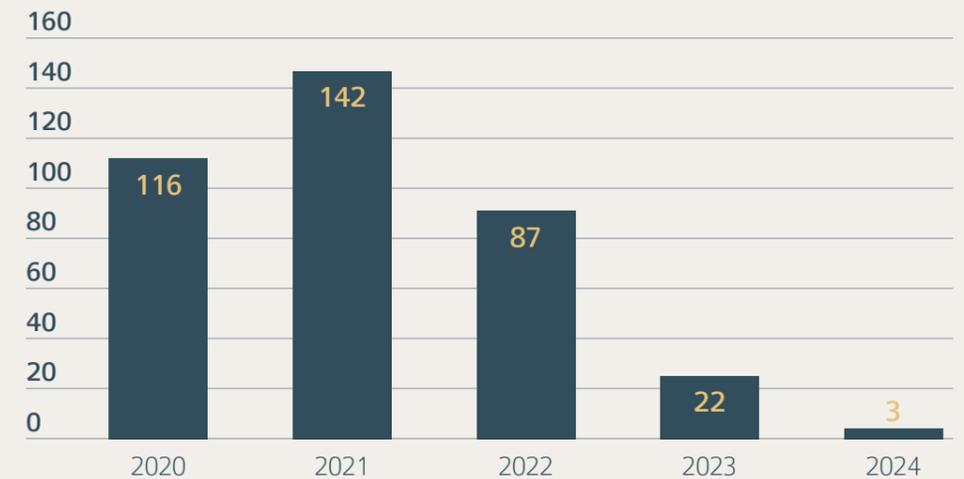
Technological advancements made it possible for auditors to conduct robust, remote evaluations without being physically present. Throughout the pandemic, the RJC maintained a careful balance—introducing necessary flexibility while safeguarding the credibility of its certification processes. This approach allowed the RJC to uphold its standards despite widespread disruption. From 2020 - 2022, the RJC facilitated 345 remote audits across its membership base.

Currently, the Remote Audit Protocol aims to:

- Expand the RJC’s suite of remote audit elements for regular use by approved audit firms when assessing member conformance to the RJC standards;
- Retain selected remote solutions from the Remote Audit Derogation for use under exceptional force majeure circumstances;
- Define eligibility criteria and methodologies for the effective use of remote audit elements;
- Establish clear requirements and procedures for audit firms to ensure remote audits are conducted consistently, credibly, and in a controlled manner across all the audit firms.

Through this evolution, the RJC continues to champion a credible, adaptive, and forward-thinking assurance framework—one that both reflects the complexities of a global industry and supports members in maintaining high standards under all conditions.

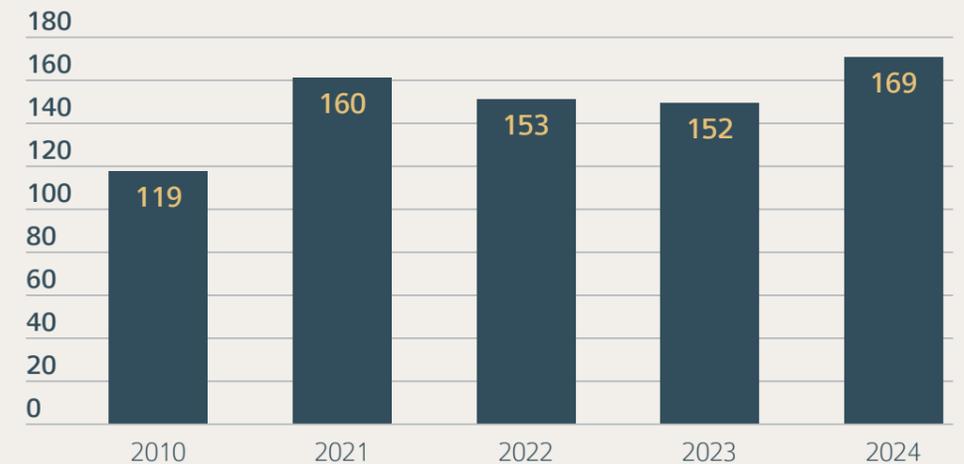
Remote Audits



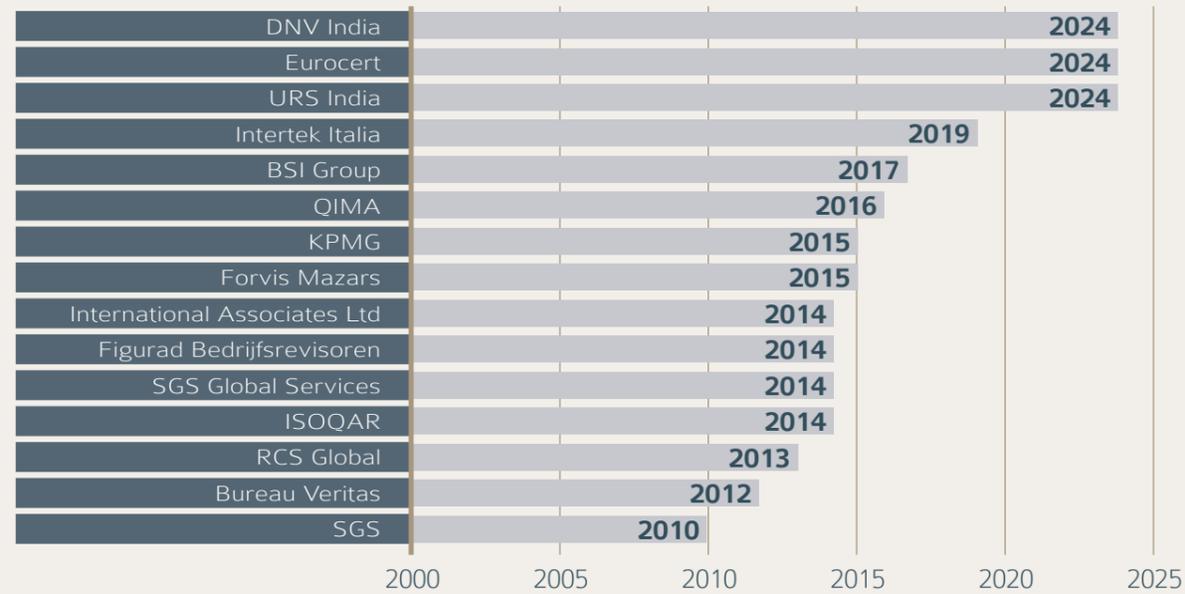
8.7 AUDITOR PLACE OF RESIDENCE, GEOGRAPHICAL SCOPE AND FORA

In 2010, we had 119 auditors, and the numbers increased throughout the years. Out of the currently approved audit firms, the oldest one has been with the RJC since 2010 (SGS), with many more joining in 2014 and 2015.

Auditor Count Per Year



Year Audit Firms Joined The RJC



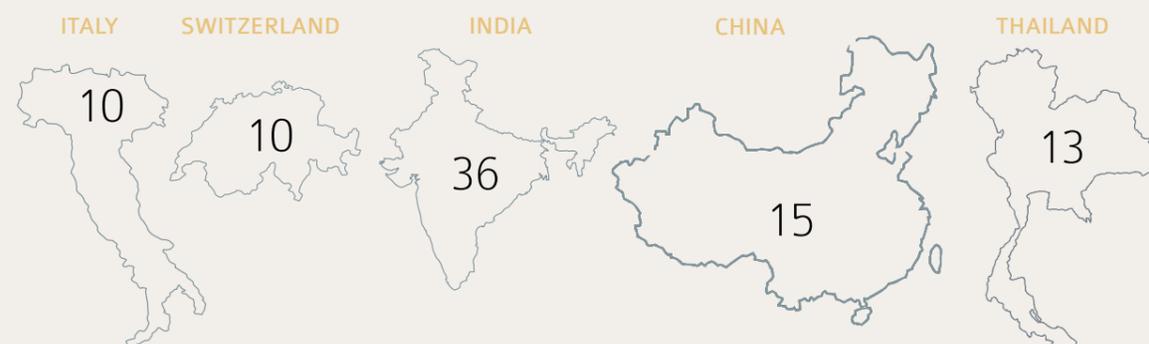
At the end of 2024, the RJC had 169 approved auditors across the 15 RJC audit firms that can be found on the RJC dedicated [webpage](#), along with the geographic scope (countries) and activities (sectors) for which they are approved to conduct audits. 3 new audit firms joined the RJC in 2024, bringing with them an additional 13 auditors.

Out of the 169 auditors, 95 can conduct audits against both the Code of Practices and the Chain of Custody standards, while 73 auditors can only cover the former and 1 other can only cover the latter. In 2024, 37 new auditors applied for approval, and 24 already approved auditors expanded their scope.

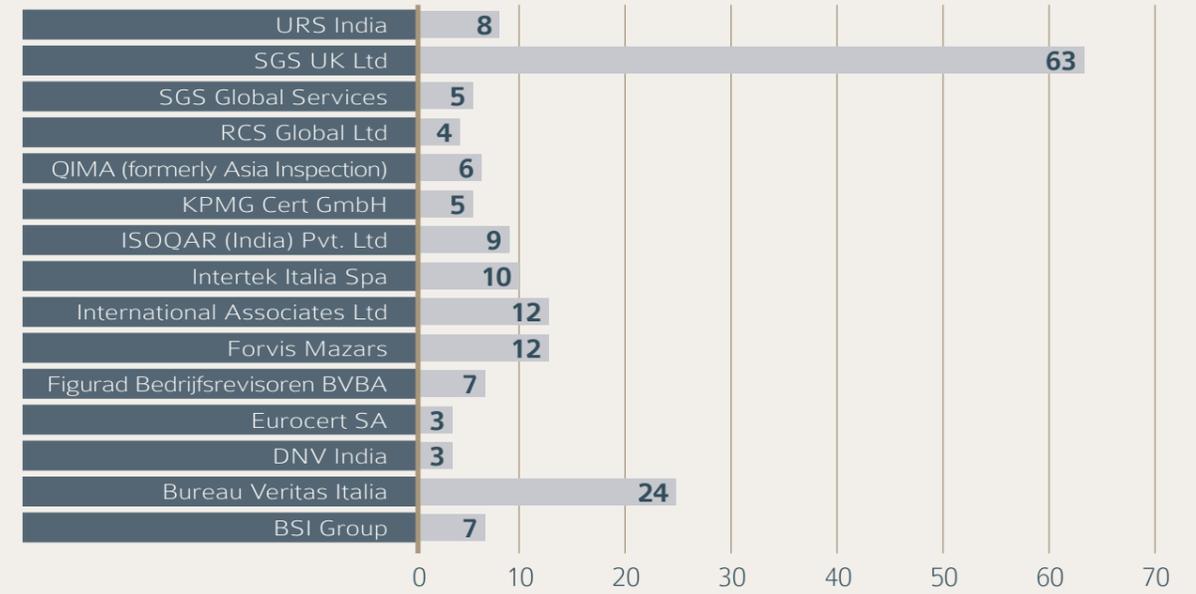
All the auditors are required to complete the relevant RJC training modules, as applicable, depending on the standard they are applying for, and can only conduct audits after they have successfully passed the associated assessments. The modules are designed to support and enhance understanding of the RJC standards, due diligence risks in jewellery and watch supply chains and mining, and how the industry operates.

The RJC also holds regular roundtables and workshops where audit firms are invited to attend and actively participate in the conversation and feedback exchange, sharing best practices, improvement opportunities and questions. Additional audit firm consultations are held on relevant RJC assurance documentation review and revision to ensure their stakeholder input is captured.

Countries With at Least 10 Local Auditors



RJC-Approved Auditors Per Audit Firm*



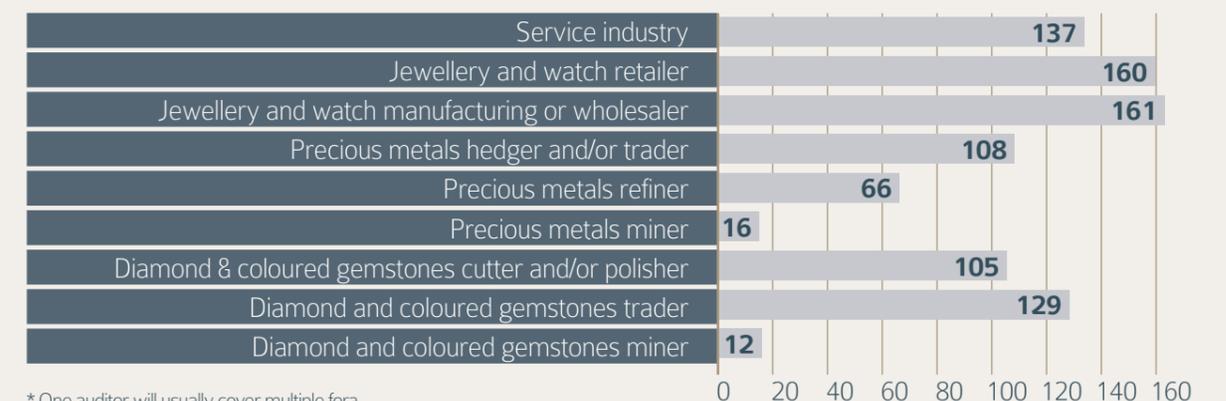
*9 auditors are registered with more than 1 audit firm.

One auditor can audit members in multiple countries (auditing geographical scope), depending on their experience, but will have only one country as place of residence. The auditors located in **countries with at least 10 auditors** per place of residence make up 50% of the total number of auditors.

Countries Covered By Over 10 Auditors Per Geographical Scope



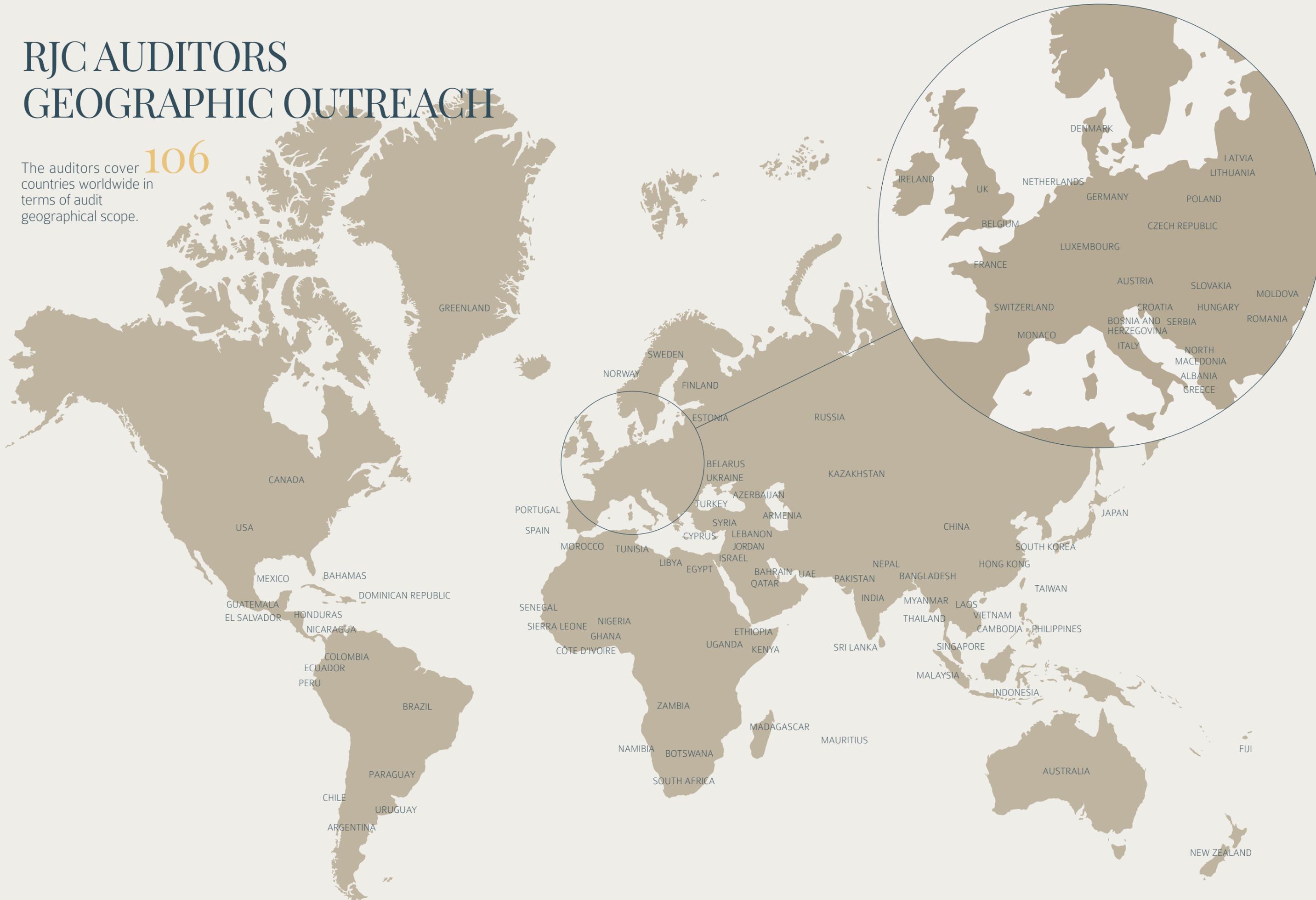
RJC Approved Auditors Per Fora*



*One auditor will usually cover multiple fora..

RJC AUDITORS GEOGRAPHIC OUTREACH

The auditors cover **106**
countries worldwide in
terms of audit
geographical scope.



AN INTERVIEW WITH MARISA HORDERN, MISSOMA

Collecting gems as a young girl, it wasn't until a kitchen table chat with her mother and sister that Marisa Horden felt compelled to quit the corporate world and follow her passion by starting jewellery brand Missoma. One of the first to harness the power of social media, Horden also pioneered the first influencer-jewellery collaboration. Horden continues to nurture a culture of creativity, confidence, and collaboration. Founded in 2007, Missoma now ships worldwide. The jewellery brand was ranked fourth and sixth fastest-growing UK SME in the Sunday Times' Fast Track 100 2018 and 2019 respectively.

Q: What motivated Missoma to become a member of the Responsible Jewellery Council, and how does this align with your overall commitment to sustainability and ethical business practices?

A: At Missoma, responsible production is at the heart of everything we do. That's why we became members of the Responsible Jewellery Council (RJC), ensuring we meet the highest ethical, social, and environmental standards.

All of our partner suppliers are RJC-certified, and we hold ourselves to the same rigorous standards. This means ensuring traceability, responsible sourcing, fair working conditions, and reducing our environmental impact across the entire supply chain. It's about doing the right thing, not just for today but for the future of the industry.

We know that sustainability is a journey, not a destination. By committing to RJC certification, we're holding ourselves accountable and continuously raising the bar. Jewellery should never come at the cost of people or the planet.

Q: In what ways has Missoma's partnership with the RJC influenced your approach to transparency, ethical sourcing, and social responsibility within the jewellery industry?

A: Transparency is non-negotiable. Our partnership with the Responsible Jewellery Council (RJC) helps us ensure we only work with suppliers who share our commitment to ethical sourcing and responsible business practices. The RJC Code of Practice acts as our benchmark, covering everything from fair wages and working conditions to environmental impact and responsible mining.

This commitment extends to every part of our supply chain:

- We only work with RJC-certified suppliers, ensuring our jewellery is made with integrity, care, and accountability.
- We use 100% recycled gold, silver, and brass, ensuring full traceability and certification.
- We're rolling out Digital Product Passports, offering complete transparency on where every part of your jewellery comes from – down to the metal, gemstones, and the factory where it was crafted.

By prioritising ethical sourcing and full transparency, we're helping to push the jewellery industry forward, ensuring that responsibility is woven into every step of the process.



Marisa Horden,
Founder & Creative
Director, Missoma

Q: Can you share any key milestones or initiatives that Missoma has implemented to ensure responsible business practices and sustainability in your operations?

A: We're proud of the steps we've taken to create a more sustainable future for jewellery, and we're always looking for ways to innovate.

Some of our biggest milestones include:

- Our partnership with Central Saint Martins – We've collaborated on a project to upcycle deadstock materials, giving new life to materials that would otherwise go to waste.
- Industry-leading real-time carbon tracking with Vaayu – We've partnered with Vaayu, a pioneering carbon-tracking platform, to measure and reduce our emissions in real time.
- Digital Product Passports – In collaboration with Vaayu, we're rolling out product passports to give customers full transparency into every element of their jewellery, from materials to sourcing.
- Switching to renewable energy – All our sites now run on renewable energy, significantly reducing our carbon footprint.
- Sustainable packaging – We've transitioned to 100% recyclable packaging and biodegradable factory inbound packaging.

Sustainability is a constant process of improvement, and we're committed to doing better every year. Whether it's reducing our environmental footprint, improving traceability, or pushing for industry-wide change, we believe responsible jewellery is the future.

Q: How does Missoma maintain the balance between creating trend-driven, accessible jewellery while adhering to the increasing demand for environmental responsibility and ethical sourcing?

A: We've never designed based on trends. We believe in creating pieces we love, and often, that ends up driving trends rather than following them.

We're also embracing a 'less is more' approach, producing fewer but more thoughtful designs. While it takes time to implement – our development cycle is around 12 months – you'll start seeing this shift in the coming year. In fact, we're developing about half of what we did last year, focusing on timeless, high-quality jewellery meant to be worn every day, for years to come.

Sustainability has always been core to Missoma, and it's just as important to our suppliers. All our partner factories are members of the Responsible Jewellery Council (RJC), as are we. We hold ourselves to the same high standards, ensuring ethical sourcing and responsible production across the board.

Some key initiatives include:

- 100% recycled metals – We've certified our gold, silver, and brass to guarantee full traceability. It's not enough to just claim recycled, they need to be certified recycled and ensure every step of the supply chain is verified.
- Recyclable packaging – A few years ago, we switched to 100% recyclable packaging, and we continue refining our processes. Even our factories' inbound packaging is biodegradable.
- Sustainable factory practices – Many of our suppliers are making incredible progress, incorporating solar panels, recycled water systems, and energy-efficient processes.

Beyond materials, ethical production is equally important. We prioritise:

- Fair wages & working conditions – All workers are paid a living wage, with overtime protection.
- Workplace wellbeing – Some factories offer on-site childcare, subsidised meals, and loan facilities to protect workers from exploitative lending – especially in regions where this is a concern, such as Thailand. When we visit, we eat in the canteens ourselves, and the food is always amazing!
- Regular oversight – We don't just rely on audits; we have Missoma team members on the ground daily, ensuring that ethical and quality standards are met.

Q: Looking towards the future, what role do you envision Missoma playing in shaping a more sustainable and ethically responsible jewellery industry?

A: There are still areas for improvement. For example, pearls and gemstones remain a challenge in terms of full supply chain traceability. The pearl industry is still catching up, but we're committed to pushing for more transparency. One major step we've taken is introducing Product Passports. These track every single component of a piece, from the metal and gemstones to the factory where it was made. It's all about providing customers with full confidence in their jewellery, knowing exactly where it comes from and how it was made. Sustainability isn't about competing with other brands, it's about collective progress. Whether it's jewellery, fashion, or aviation, true change happens industry by industry. That's why organisations like the Responsible Jewellery Council are so vital. They unite brands and suppliers to drive long-term improvements, and after 20 years of incredible work, there's still much to do. But we're in this together. Step by step, we'll keep pushing forward.

CHAPTER 9

CERTIFICATION

The Certification Department ensures that the RJC Assessment Manual and Standards Guidance are consistently applied, through completing calibration of audit reports and engaging with audit firms.

9.1 AUDIT TYPES

The RJC certification process summarises members’ performance and provides unique certification numbers for each individual successful certification audit, which allows for traceability of successive certification status. The history of all audits and certification numbers for each member are maintained on the website’s membership pages. This allows interested stakeholders to verify certification information directly.

TYPES OF MANDATORY AUDITS UNTIL 1 JULY 2025	
COP 2019	
AUDIT TYPE	WHEN
Initial Certification	Within two years of becoming a member
Re-certification	Every 3 years
COC 2017	
Initial Certification	Voluntary
COC Surveillance	12-24 months prior to expiry date
Re-certification	Every 3 years

OTHER AUDITS UNTIL 1 JULY 2025	
COP 2019	
AUDIT TYPE	WHEN
Desktop mid-term review	Mandatory if recommended by auditor 12-24 months prior to expiry date
On-site mid-term review	
Extension to scope	If scope of existing certificate needs to be changed
Provenance claim bolt-on	To add new provenance claim(s) to an existing certificate or amend the provenance claim(s) on an existing certificate
Transition from 1 to 3-year certification	If a member has a 1-year certificate, then a transition audit can take place within 6 months of the final audit date.
COC 2017	
Extension to scope	If scope of existing certificate needs to be changed

TYPES OF MANDATORY AUDITS AS OF 1 JULY 2025		
COP & COC 2024 / LGMS & COP 2019 / COC 2017		
AUDIT TYPE	WHEN	
Initial Certification	COP/LGMS	Within 18 months of becoming a member, unless the member is a rejoinder
	COC	At the same time as, or after, a COP audit, but not before. Certification cycle and/or expiry date shall be aligned with COP
Surveillance (for members with certification audits conducted as of 1 July 2025)	COP/LGMS COC	12–18 months after the certificate start date
Recertification	COP/LGMS COC, if applicable	Within six months before certification expiry date

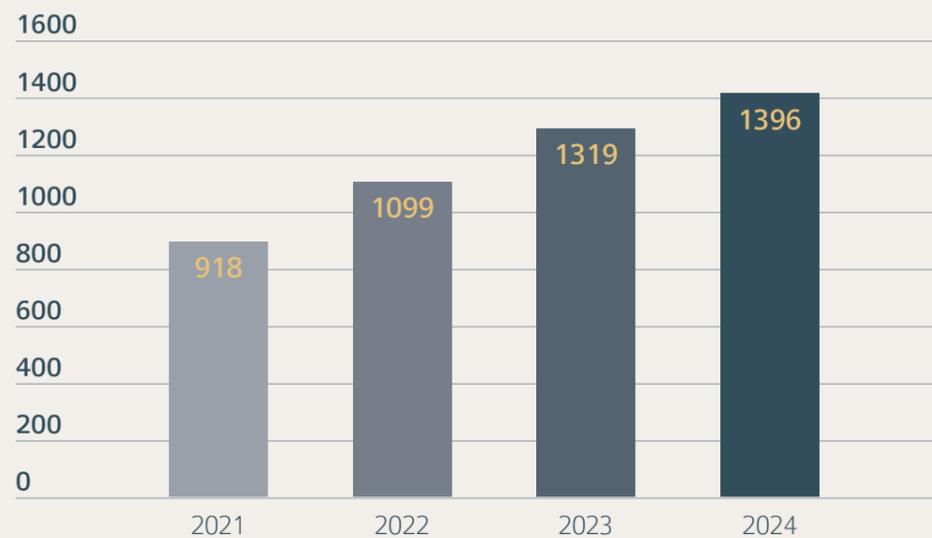
SPECIAL AUDIT TYPES AS OF 1 JULY 2025			
COP & COC 2024 / LGMS & COP 2019 / COC 2017			
AUDIT TYPE	WHEN		WHY
Scope Change	COP/LGMS COC	As required	To enable a change to the certification scope, or to add materials in scope outside a scheduled audit such as surveillance or recertification
Provenance claim bolt-on	COP/LGMS	As required	To enable verification and certification of a new or changing provenance claim
Follow-up (short notice)	COP/LGMS COC	As required	To conduct additional verification outside a scheduled audit such as surveillance or recertification

Change in Certification Scope

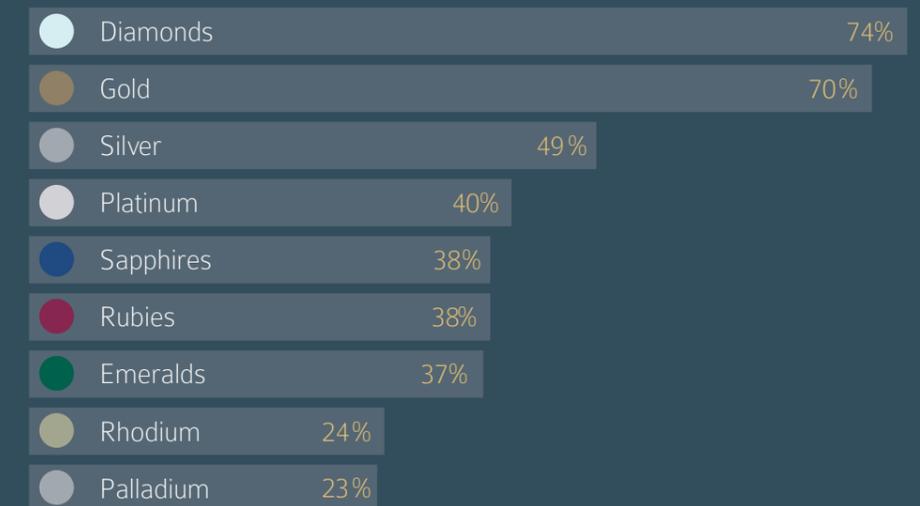
NEW FACILITY	
Description of facility	Part of an existing legal entity OR a facility is a separate site at a different location, but not a separate legal entity OR this could be retail stores, trading offices, manufacturing sites, and warehouses.
Action	To add a new facility to an existing certificate, contact your audit firm to schedule a scope change audit. This audit focuses only on the new facility OR contact your audit firm to include the new facility in scope in your upcoming audit.
NEW ENTITY	
Description of entity	Separate registered business with company registration documentation, a unique company number.
Action	Submit a change request form (download from our website FAQ) and documentation to RJC Membership team. To add a new entity to an existing certificate, contact your audit firm to schedule a scope change audit. This audit focuses only on the new entity OR contact your audit firm to include the new entity in scope in your upcoming audit.
COMPANY NAME CHANGE	
Action	Notify RJC Membership team by sending an email and attach Business registration document with the new company name. Once the change has been processed, contact certification@responsiblejewellery.com for your certificate to be reissued.

9.2 COP CERTIFIED MEMBERS

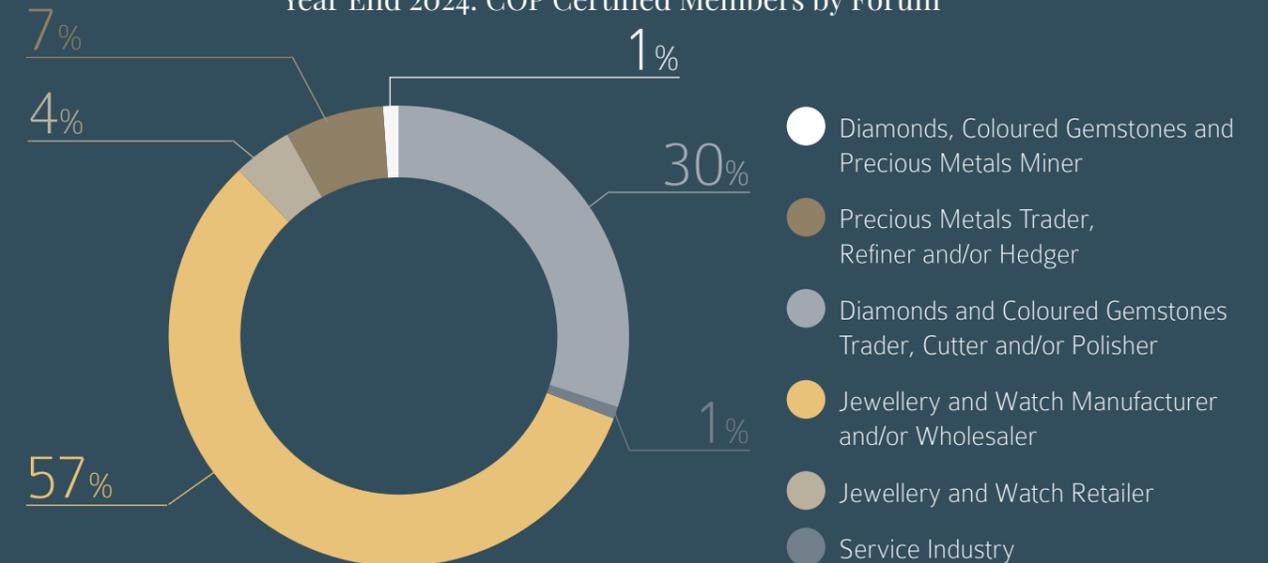
Annual Growth Trends: COP Certified Members at Year End (2021-2024)



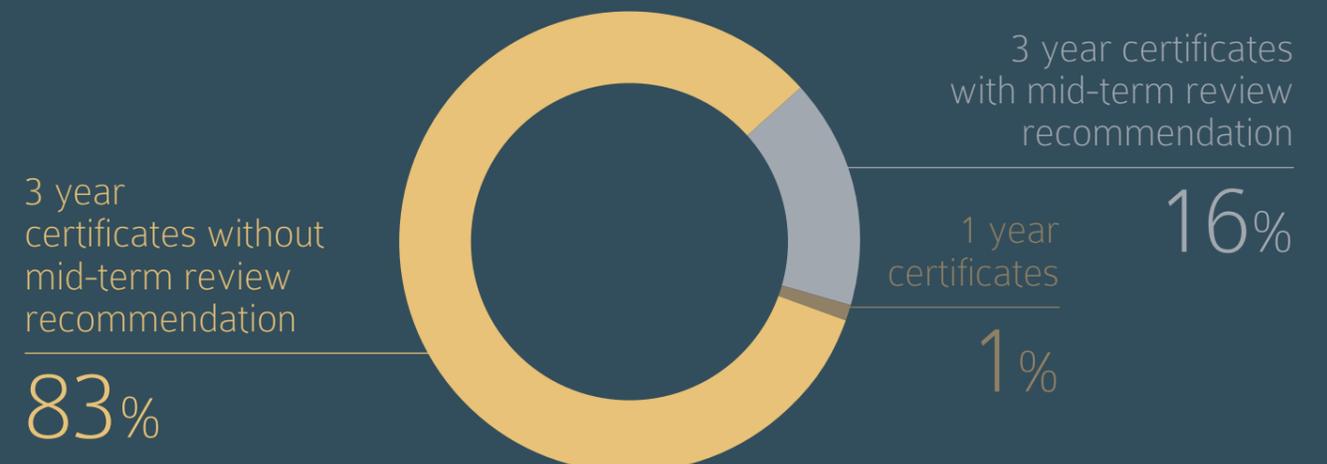
Year End 2024: COP Certified Members by Material



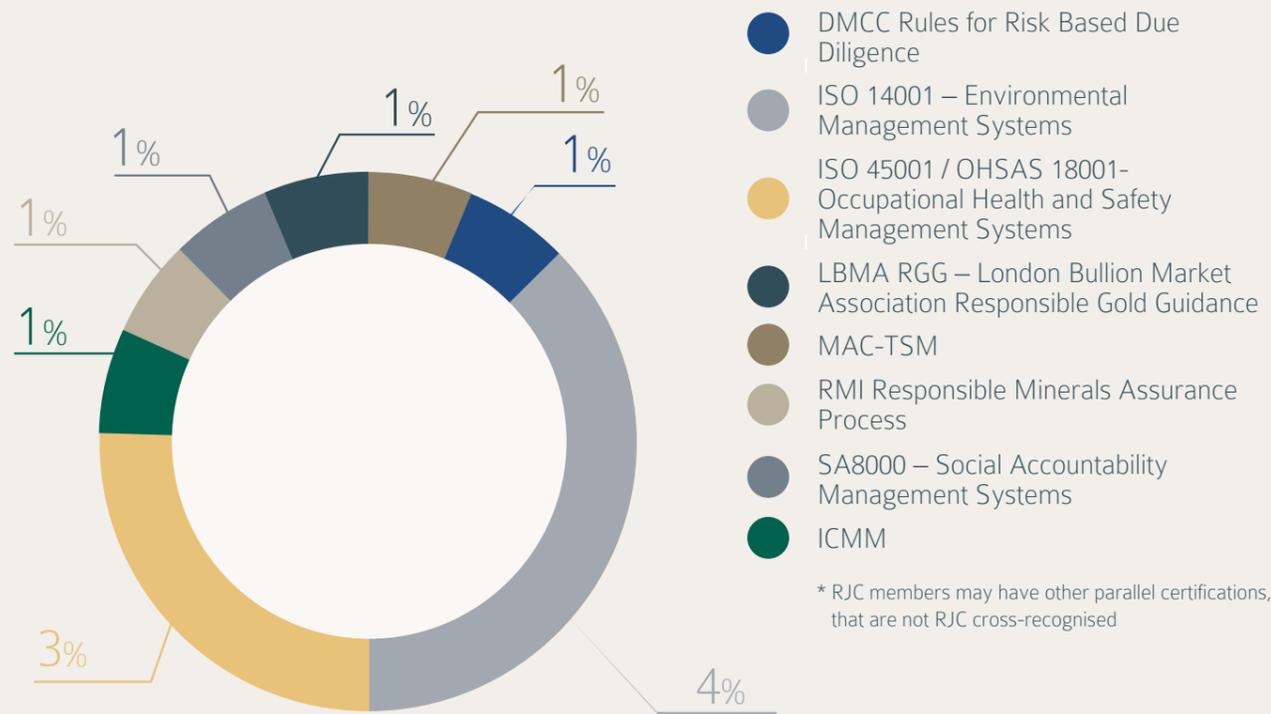
Year End 2024: COP Certified Members by Forum



Year End 2024: COP Certified Members by Certificate Type



Year End 2024: Percentage of COP Certified Members Per Cross Recognised Certification*



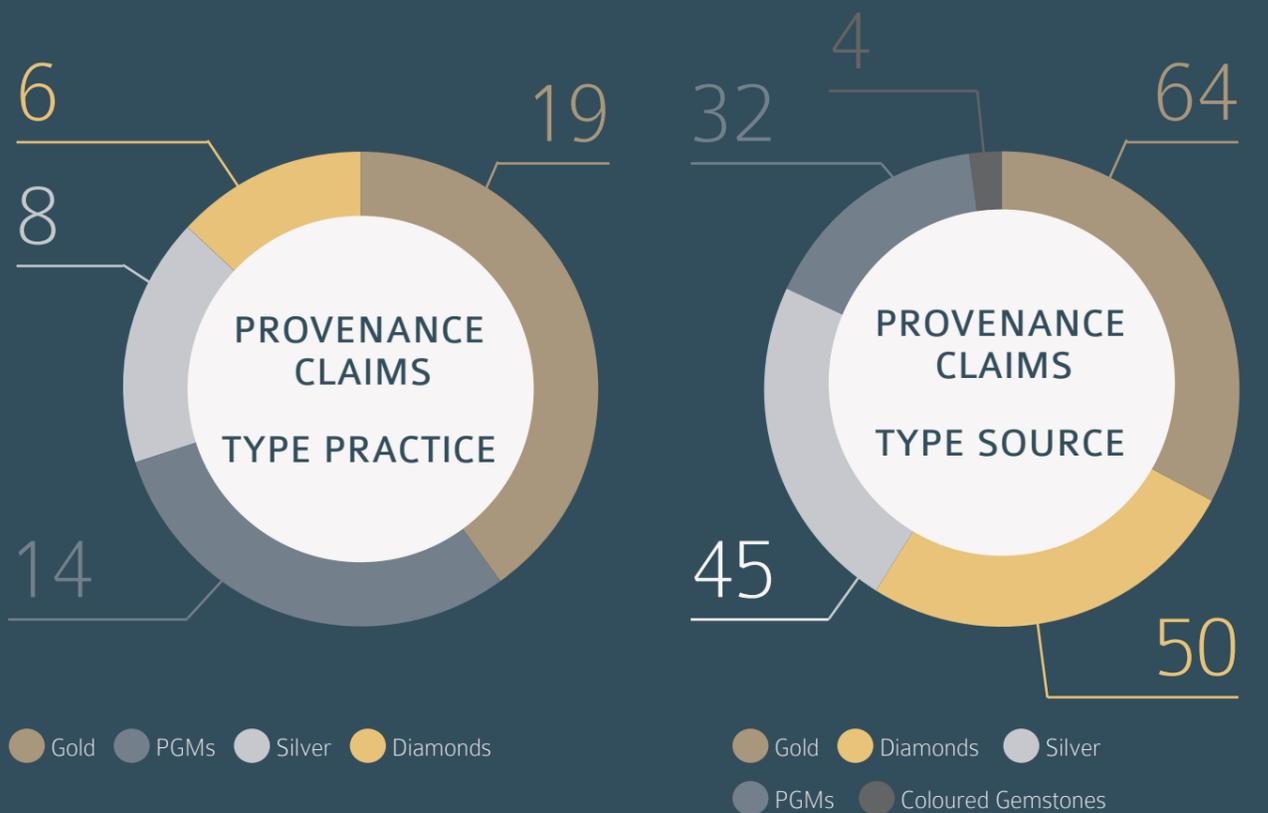
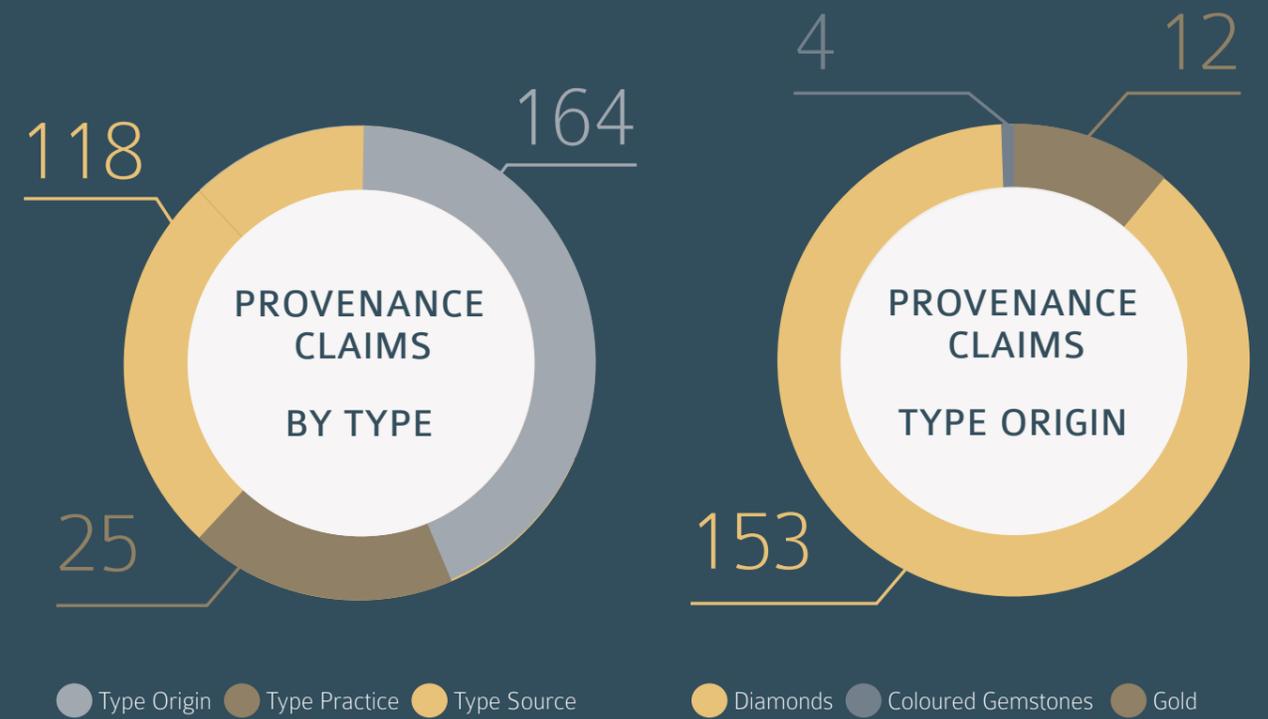
* RJC members may have other parallel certifications, that are not RJC cross-recognised

9.3 PROVENANCE CLAIMS

COP 2019 provision 14 allows members that make claims about the provenance of materials (origin, source, or practice), to have these audited as part of their RJC COP audit. Members can have one or multiple provenance claims audited of one or more type (origin, source, or practice). The COP covers four main, but not exhaustive or mutually exclusive, scenarios for making provenance claims, for when a business:

- traces material back through the supply chain to its origin;
- verifies the sources or practices related to the material, for example, sourcing recycled material;
- sources material from certified suppliers, for example buying Fairmined or Fairtrade gold; and
- scrutinises materials or sourcing in another way going above and beyond the COP

Year End 2024: Provenance Claims Overview

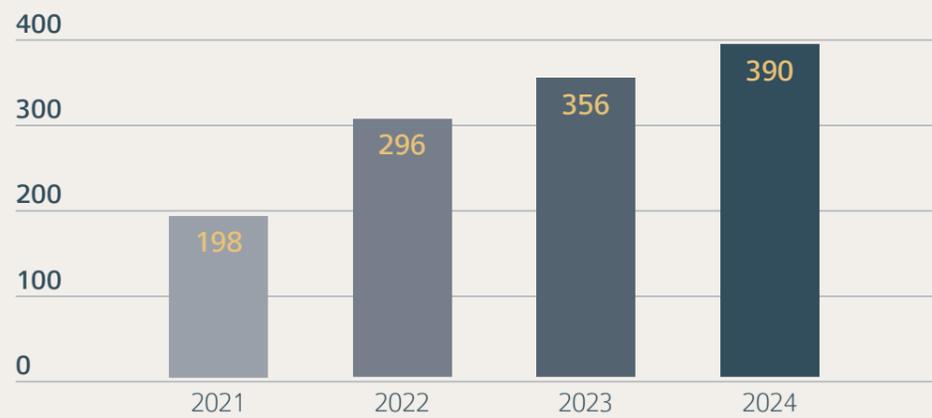


Year End 2024: Percentage of COP Certified Members with Provenance Claims by Forum

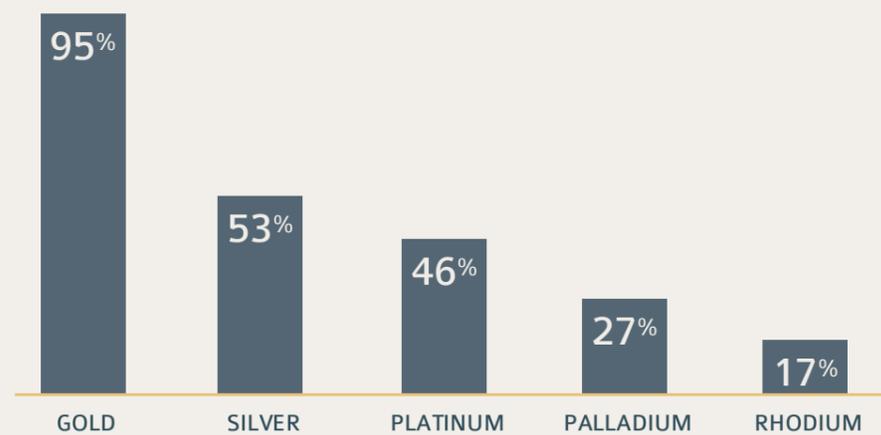
FORUM TYPE	%
Diamonds and Coloured Gemstones Trader, Cutter and/or Polisher ⁴	49
Diamonds, Coloured Gemstones and Precious Metals Miner	1
Jewellery and Watch Manufacturer and/or Wholesaler	37
Jewellery and Watch Retailer	6
Precious Metals Trader, Refiner and/or Hedger	6

9.4 COC CERTIFIED MEMBERS

Annual Growth Trends: COC Certified Members at Year End (2021-2024)

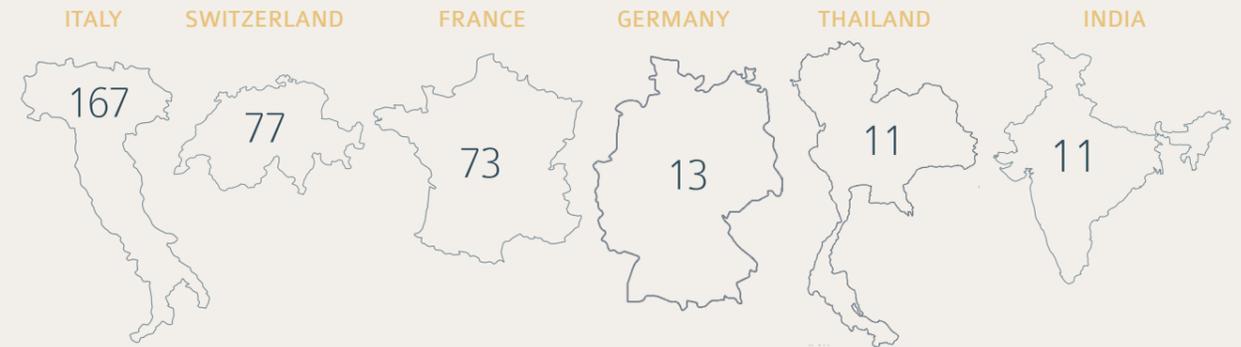


Year End 2024: Percentage of Members with a Material in Scope*



* Note that members can have more than one material in scope.

Year End 2024: Top 6 Countries of COC Certified Member by HQs



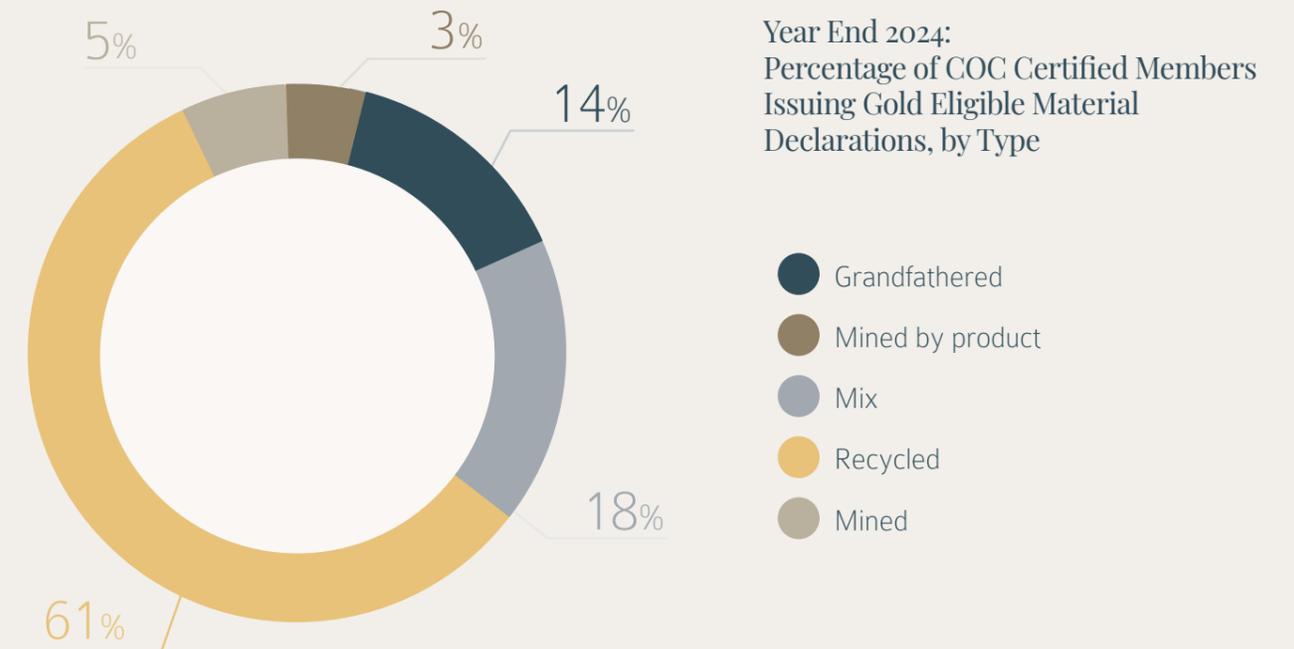
Eligible Material Declarations

A Chain of Custody begins with an eligible material declaration that is made by a COC certified entity in a COC transfer document. For example, this could be a refiner which refines and then sells recycled gold. If the refiner sells both recycled gold and grandfathered gold, for example, then a member can make several eligible material declarations. Materials are eligible to be Grandfathered under the RJC COC 2017 Standard if they have a date before January 1, 2012 permanently attached, or verifiable by refinery or bullion bank records.

An eligible material declaration shows the recipient that the material in question meets the requirements of the RJC COC 2017 Standard. It forms the basis for all subsequent proofs of eligibility in the supply chain.

Eligible material includes gold, silver, or platinum group metals (PGM) that are:

- Mined as defined by provision **6**
- Recycled as defined by provision **7**
- Grandfathered as defined by provision **8**
- A mix of the above, each meeting the relevant eligibility criteria



9.5 NON-CONFORMANCES

The Assessment Manual documents the decision-making mechanisms for determining member conformity against the RJC standards, and the consequences of non-conformance. There are three levels of non-conformity: minor, major, and critical breach. The main difference between a minor and major non-conformance is the isolated nature of the former, and systemic nature of the latter. Minor non-conformances also represent reduced risk to the environment, workers and local community and are easier to remedy.

Minor Non-Conformances

During an audit, the auditor may find that the member’s business practices perform in a way that does not wholly conform to the relevant COP provision. In that case, the auditor raises one or more minor non-conformances against that provision.

Major Non-Conformances

The auditor raises a major non-conformance if the member’s business practices perform in a way that does not conform to the relevant COP provision. There are two types of findings rated as a major non-conformance, namely, (1) a major non-conformance and (2) a critical breach. Any major non-conformance raised against a COP critical provision, as listed in the Assessment Manual, is a critical breach.

Findings in 2024

Out of the data pool of certificates issued in 2024 with open minor non conformances, the two most common provisions were provision 23 (at 27% of minor non-conformances), and provision 7 (at 14% of minor non-conformances). Among the certificates issued in 2024, the highest number of major non-conformances were identified against Provisions 16 and 23.

9.6 AUDIT REPORT CALIBRATION

An RJC audit report template is provided to all RJC approved audit firms to drive consistency in the audit process and the recording of conformance. Members receive a copy of the final audit report, thereby obtaining a record of their performance.

Audit report calibration refers to a process where reviewers ensure consistency and accuracy in the interpretation and application of audit criteria and standards across different audits or audit teams.

This process aims to align the understanding and application of audit principles, methods, and reporting requirements to maintain uniformity and quality in audit outcomes. The RJC calibrates every audit report for baseline quality control checks and a sampled number of reports for in-depth quality control checks against the Assessment Manual.

At the RJC calibration stage, out of the data pool of certificates issued in 2024, 62% of corresponding COP reports and 29% of COC reports had queries raised with the audit firms.

Within the year 2024, the percentage of COC reports queried remained largely the same. The percentage of COP reports queried for certificates issued has increased from 51% in 2023 to 62% in 2024. This is due to RJC calibration and clarification on report requirements, such as the structure and level of detail of reporting on COP provision 6 and 7.

9.7 COP CERTIFICATES

Total number of COP certificates issued in 2024: 549			
COP audit reports submitted to RJC from 2023 to 2024		COP certificates issued from 2023 to 2024	
2023:	595	2023:	549
2024:	646	2024:	549
	9% Increase		0% Increase

COP Certificates Issued by Forum Type

Membership Forum	Total
Jewellery and Watch Manufacturer and/or Wholesaler	333
Diamonds and Coloured Gemstones Trader, Cutter and/or Polisher	148
Precious Metals Trader, Refiner and/or Hedger	35
Jewellery and Watch Retailer	24
Service Industry	6
Diamonds, Coloured Gemstones and Precious Metals Miner	3
	549

COP Certificates Issued by Certificate Type

Certification Type	Total
Re-certification	275
Initial Certification	178
Mid-term Review (desktop)	30
Mid-term Review (onsite)	46
Change or Extension of Scope	14
Provenance claim bolt-on	4
Transition from 1 to 3 year	2
	549

9.8 COC CERTIFICATES

Total number of COC certificates issued in 2024: 233			
COC audit reports submitted to RJC from 2023 to 2024		COC certificates issued from 2023 to 2024	
2023:	242	2023:	215
2024:	271	2024:	233
	12% Increase		8% Increase

COP Certificates Issued by Forum Type

Membership Forum	Total
Jewellery and Watch Manufacturer and/or Wholesaler	175
Precious Metals Trader, Refiner and/or Hedger	41
Diamonds and Coloured Gemstones Trader, Cutter and/or Polisher	8
Jewellery and Watch Retailer	6
Service Industry	3
	233

CHAPTER 10

IMPACTS

The RJC Impacts Department is responsible for measuring, evaluating and communicating the effectiveness of the organisation's standards and initiatives.

Through data-driven analysis, the department supports strategic decision-making, ensures accountability, aligns with global frameworks, and drives continuous improvement to enhance ESG outcomes.

10.1 DATA-DRIVEN ANALYSIS

Data plays a central role in driving our mission and measuring progress. Throughout the years, we have deepened our data-driven approach to better understand the reach and effectiveness of our standards across the global jewellery and watch industry. By systematically collecting, analysing, and leveraging data, we are enhancing our ability to identify trends, track member compliance, and inform future strategies.

This commitment to robust data management enables us to provide greater transparency to stakeholders, support members in continuous improvement, and respond more effectively to evolving sustainability challenges. As our system continues to mature, data remains integral, not only for internal monitoring but also for reinforcing trust and accountability throughout the value chain.

Guided by ISEAL, we have established performance indicators (which are publicly available in the RJC's Indicator Protocol), allowing us to assess progress toward the goals outlined in the RJC's Theory of Change (2030 Roadmap). Each year, data from these indicators is compiled and analysed in an internal report shared with RJC management. Insights from this report inform action plans to strengthen the effectiveness of our standards and supporting activities.

To ensure data integrity, the RJC follows a strict data governance framework that manages all aspects of data handling, from creation and storage to usage and sharing.

10.2 ANNUAL RESEARCH PROJECTS

As part of our monitoring approach and in compliance with ISEAL requirements, RJC conducts in-depth evaluations in partnership with strategic organisations. These evaluations assess progress towards the long-term outcomes defined in the RJC's Theory of Change, which aligns with our five priority SDGs (5, 8, 12, 13, and 16). A 5-year research schedule was created to examine one SDG per year.

SDG 5 Gender Equality

The first evaluation was launched in 2023, with a study on gender equality (SDG 5). RJC partnered with Dr. Lynda Lawson from the University of Queensland's Sustainable Minerals Institute to assess the impact of the 2019 COP on advancing SDG 5. The updated COP introduced a gender lens across several provisions and was supported by awareness-raising initiatives such as webinars, workshops, and toolkits. The research found strong member commitment to improving conditions for women but also highlighted the need for deeper engagement with RJC's gender resources. Some members favoured the term 'gender equity' over 'gender equality', reflecting a shift in language and focus. The study also surfaced powerful grassroots stories of women's empowerment across the supply chain. Key recommendations included making gender issues more visible in COP documentation and strengthening gender-related questions during audits.

SDG 13 Climate Action

In 2024, RJC shifted its focus to climate action (SDG 13), partnering with the Carbon Trust to conduct a comprehensive analysis of the global jewellery and watch sector's climate impact. This collaboration aims to generate unique insights that will inform and accelerate sector-wide efforts toward a low-carbon future.

The watch and jewellery industry is a complex global supply chain accounting for a variety of business sizes as well as a broad geographic scope. One company's Scope 1 emissions will be another company's Scope 3 emissions. Our objective is to help our members understand and manage their own climate impacts as well as encourage close collaboration between upstream-downstream supplier.

To ensure credibility and transparency in selecting a research partner for the project, we launched a rigorous due diligence process. A public call for proposals was issued, supported by a dedicated webpage outlining the project goals and links to prior research. The opportunity was widely promoted across RJC's networks and social media. Over the two-month application window, eight proposals were received. Three were shortlisted and reviewed in-depth with RJC's SDG Taskforce. Following a unanimous vote, The Carbon Trust was selected for its strong methodology, stakeholder endorsements, and solutions-oriented approach.

RJC and The Carbon Trust came together at NYC Climate Week 2024 to engage with global stakeholders and explore collective solutions for accelerating climate action.

10.3 ESG SUPPORT

ESG Toolkit

To help our members navigate the complex and shifting ESG landscape, in 2023 RJC released an ESG Toolkit at Harvard University at the 'State of the Art Jewelry summit' hosted by the RJC, the Gemmological Institute of America (GIA) and the Mineralogical and Geological Museum at Harvard University (MGMH).

At the core of the ESG Toolkit is the mapping of the COP against key ESG reporting frameworks (GRI, TCFD, SASB) and the SDGs. Given the diversity of RJC's membership spanning multiple business models, the goal is to provide a unified framework that supports all members in meeting evolving ESG expectations. With the release of the newly updated COP in 2024, the ESG Toolkit will be revised to ensure continued alignment with RJC's new requirements, maintaining its relevance and effectiveness as a practical resource for our members.

By preparing for these requirements now, RJC members can not only ensure compliance but also unlock long-term business value through improved risk management, stakeholder trust, and competitive advantage.

Humanising ESG

To bring ESG to life and make it more accessible, RJC began a social media video series titled 'Humanising ESG'. This series features short, conversational videos where stakeholders from across the jewellery and watch industry share personal insights on key ESG topics. Building on the release of our ESG Toolkit (which provided guidance on reporting, regulations, frameworks, and compliance) the series aims to move beyond technical language and explore the real-world impact of ESG on people, businesses, and communities. In a space often dominated by acronyms and B2B jargon, 'Humanising ESG' focuses on storytelling to connect with a broader audience, including consumers. It's an effort to make ESG relatable, relevant, and rooted in human experience, one conversation at a time.

10.4 EXTERNAL COMPLIANCE REQUIREMENTS

ISEAL Code Compliance

The ISEAL Code of Good Practice plays a vital role in guiding RJC's efforts to measure the effectiveness of our scheme and ensure we are achieving meaningful impact. ISEAL has recently consolidated its individual Codes into a single, integrated framework covering Standards, Assurance, and Impacts. In alignment with this updated framework, RJC submitted a comprehensive self-assessment demonstrating how our systems meet the new criteria. We are in the final stages of addressing corrective actions, with the goal of achieving full compliance and strengthening the credibility and impact of our programme.

United Nations Global Compact (UNGC) Participation

Transparent, public reporting is essential for demonstrating progress and sustaining a long-term commitment to responsible business practices. In recognition of this, RJC became a participant of the United Nations Global Compact, committing to voluntary disclosure and positioning itself as a global voice for the jewellery and watch industry. This engagement not only reinforces our leadership role but also provides access to best practices, tools, and resources on key issues (including human rights, labour, environmental stewardship, and anti-corruption) whilst helping us identify and address data gaps across our system.

AN INTERVIEW WITH ROGER FORMAN, THE PLUMB CLUB

Roger Forman is the President of Marathon Company. He has worked in the jewellery industry for over 35 years in all aspects of the business. He is currently a Director at Sturdy Memorial Hospital, a Board Member at the RJC, and the current Plumb Club President. He is married with four children and is a graduate of Brown University and the Harvard Business School.

Q: The Plumb Club is the first and only RJC member organisation to mandate that all its members be certified against the RJC Code of Practices. What led to this pioneering decision, and how has it influenced your commitment to responsible business across the membership?

A: I recall the discussions at board level when this initiative was first introduced. At the time, there were growing concerns about diamond integrity, particularly as negative media coverage surrounding unethical mining practices, although often the result of a few bad actors, cast a shadow over the entire industry.

We recognised then that the issue extended beyond public perception. Embracing responsible sourcing was not only the ethical thing to do but also a strategic move to distinguish ourselves from other suppliers in the marketplace. Many of our members were already working with Signet, which had made RJC certification a requirement. Additionally, several other major national and regional retailers had either implemented or were in the process of developing their own responsible sourcing protocols.

RJC certification aligned closely with these protocols. By supporting and aligning with a strong, central organisation like the RJC, we saw an opportunity to contribute to a more unified, global framework for verifying ethical business practices – practices that most of our members were already committed to upholding.

The Plumb Club has always maintained high standards for membership, requiring that each member be a leader in their product category. RJC certification reinforces this standard and underscores the exceptional quality and integrity of the suppliers within our group.



Roger Forman,
President, The
Plumb Club

Q: We've shared a longstanding relationship over the years. How do you feel this collaboration has shaped your standing within the industry and the collective progress we've made in advancing ethical and sustainable practices?

A: I believe our affiliation with the RJC has strengthened our position within the industry. I can confidently say it has been a positive development for our company. The certification process has helped us identify and address blind spots in our operations, and we are proud to let others know we are committed to responsible sourcing. It has also been extremely helpful during other retailers' auditing processes. We know, before we even begin, that our RJC certification is likely to exceed the rigour of any other auditing requirements, and that we will pass without issue. More retailers are beginning to make these requests, and I think our affiliation with the RJC has helped move this conversation forward. I would also like to think that members of the Plumb Club have contributed to the RJC's growth and helped strengthen its role in the industry as the recognised global standard.

Q: In your view, how have discussions around responsible business evolved within the jewellery sector, and what changes or developments have been most significant?

A: As I mentioned earlier, more of our trading partners are enquiring about responsible sourcing. Retailers who prioritise this are seeking to gain an edge with customers who value it. I would like to see it featured more prominently in their marketing materials. The development of the RJC's Code of Practices for lab-grown diamonds is a good example of how the organisation continues to evolve with the industry.

Q: As responsible sourcing and sustainability continue to grow in importance for today's consumers, how can we as an industry better communicate these efforts in a way that resonates and builds trust?

A: It must start with education and support for retailers. The retail community needs to understand that more of their customers are making purchasing decisions based on the values represented by organisations like the RJC. They also need to understand what it means for a supplier to be RJC certified, and just how challenging that process can be. This education, along with effective marketing materials, should be aimed at end consumers so that retailers can clearly communicate the benefits. The RJC has already made great progress in this area.

Q: Looking to the future, what role do you see The Plumb Club playing in advancing responsible business, and how can we continue working together to drive meaningful, lasting change in the industry?

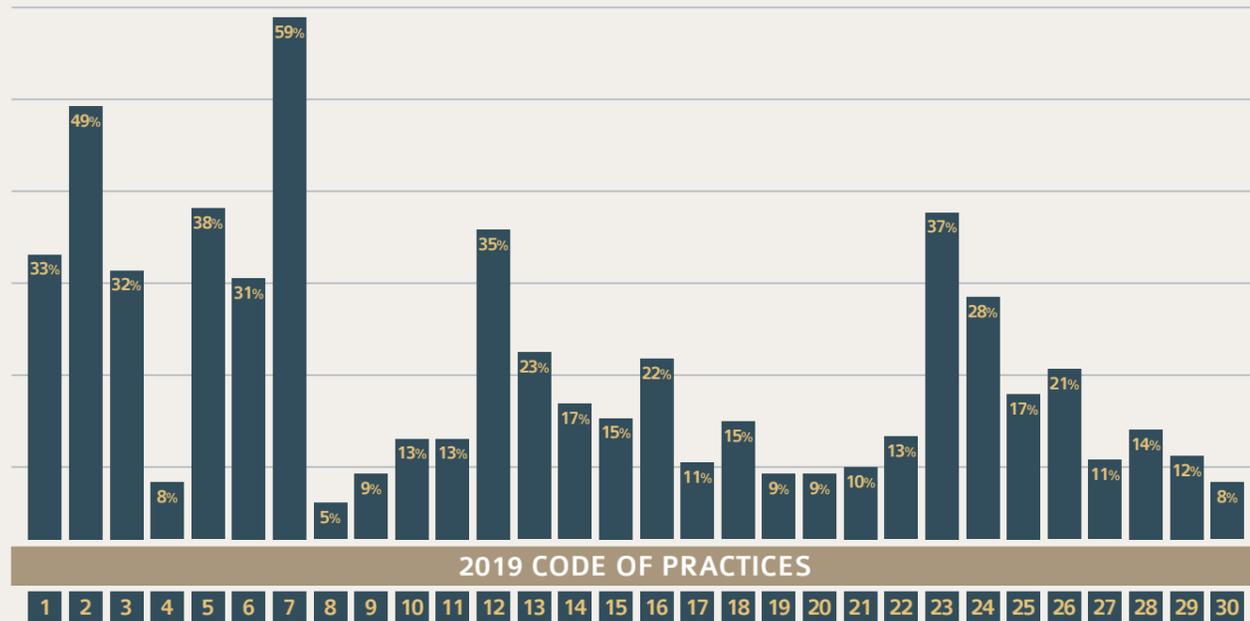
A: Given our strong relationships with retailers across all distribution channels, I would like to see the Plumb Club encourage more retailers to make RJC certification a requirement for doing business. If this were to happen, many more suppliers would seek certification. As more suppliers become certified, the process would become easier and more cost-effective, leading to further uptake. Retailers could then be supported with marketing materials to use in their communication strategies, helping them appeal to a broader consumer base that values ethical practices.

Responsible sourcing is a journey, not a destination. I hope that our work with the RJC continues to help the industry move in the right direction. We may not get everything right along the way, but through collaboration, we can keep making incremental improvements.

POST AUDIT MEMBER SURVEY: 2024

Upon receiving their RJC certificate following completion of their audit, members were asked to provide feedback on the quality of the RJC's member service and audit process, as well as the benefits realised as a result of their certification. 120 responses were received in 2024.

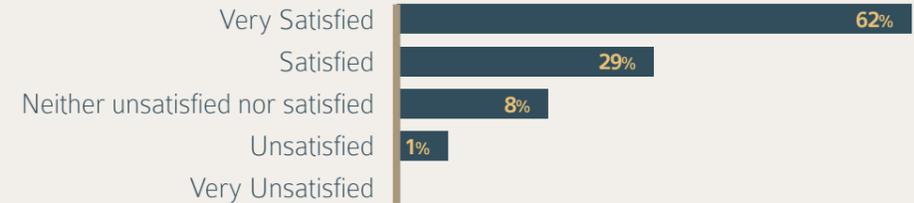
For the third year running, members attributed COP provisions 2 and 7 as having contributed to the biggest improvement in their organisation's performance:



Members highlighted the following key business benefits to becoming certified:



Members rated the overall audit process highly, with 91% of members reporting to be 'very satisfied' or 'satisfied' with the process:



Members noted geographical coverage of the audit firm as the most popular reason for auditor selection:



GRI CONTENT INDEX TABLE

Statement of use: The Responsible Jewellery Council (RJC) has reported the information cited in this GRI content index for the period 1st January 2024 to 31st December 2024 with reference to the GRI Standards.

GRI 1 used: GRI 1: Foundation 2021.

GRI STANDARD	DISCLOSURE	LOCATION																																																												
GRI 2: GENERAL DISCLOSURES 2021	2-1 ORGANISATIONAL DETAILS	The RJC is a not-for-profit company incorporated under the UK Companies Act. As such, we are governed according to the requirements of UK law. Details can be found on pages 6-7, 14-15.																																																												
	2-2 ENTITIES INCLUDED IN THE ORGANISATION'S SUSTAINABILITY REPORTING	The RJC is a company incorporated in England and Wales under the UK Companies Act. It is a single entity. The Annual Report & Financial Statement is filed with Companies House, the UK corporate register. It is produced by the RJC's independent auditors, approved by all Members directly through the AGM, and signed by the RJC Chair & Treasurer.																																																												
	2-3 REPORTING PERIOD, FREQUENCY AND CONTACT POINT	The reporting period for this report is 1st January to 31st December 2024. This report was published in May 2025. The reporting period for our financial reporting is also the calendar year. For any questions about the report or reported information please contact: rjcimpacts@responsiblejewellery.com.																																																												
	2-4 RESTATEMENTS OF INFORMATION	The RJC has not made any restatements of information in the current reporting period.																																																												
	2-5 EXTERNAL ASSURANCE	The RJC has taken the decision not to externally assure the 2025 Progress Report.																																																												
	2-6 ACTIVITIES, VALUE CHAIN & OTHER BUSINESS RELATIONSHIPS	Details can be found on pages 70-71 of RJC's 2022 Progress Report .																																																												
	2-7 EMPLOYEES	All RJC employees are based in the UK. A breakdown of employees by gender and employee type are listed below: Reporting Period: 1st January 2024 - 31st December 2024 <table border="1"> <thead> <tr> <th>Female</th> <th>Male</th> <th>Other</th> <th>Not Disclosed</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>24</td> <td>5</td> <td></td> <td></td> <td>29</td> </tr> <tr> <td colspan="5">Number of permanent employees (head count/full time equivalent)</td> </tr> <tr> <td>24</td> <td>5</td> <td></td> <td></td> <td>29</td> </tr> <tr> <td colspan="5">Number of temporary employees (head count/full time equivalent)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>0</td> </tr> <tr> <td colspan="5">Number of non-guaranteed hours employees (head count/full time equivalent)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>0</td> </tr> <tr> <td colspan="5">Number of full-time employees (head count/full time equivalent)</td> </tr> <tr> <td>22</td> <td>5</td> <td></td> <td></td> <td>27</td> </tr> <tr> <td colspan="5">Number of part-time employees (head count/full time equivalent)</td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> <td>2</td> </tr> </tbody> </table> This was calculated using head count methodology at the end of the reporting period.	Female	Male	Other	Not Disclosed	Total	24	5			29	Number of permanent employees (head count/full time equivalent)					24	5			29	Number of temporary employees (head count/full time equivalent)									0	Number of non-guaranteed hours employees (head count/full time equivalent)									0	Number of full-time employees (head count/full time equivalent)					22	5			27	Number of part-time employees (head count/full time equivalent)					2				2
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Number of part-time employees (head count/full time equivalent)																																																														
2				2																																																										
2-8 WORKERS WHO ARE NOT EMPLOYEES	The RJC employees 11 contractual consultants. The type of work they perform includes strategic advisory, business development, comms, legal, HR, PR, and standards industry expertise. This number was calculated using head count methodology at the end of the reporting period.																																																													
2-9 GOVERNANCE STRUCTURE AND COMPOSITION	Full details can be found in the RJC's Governance Handbook and on the RJC's webpage under 'Governance'.																																																													
2-10 NOMINATION AND SELECTION OF THE HIGHEST GOVERNANCE BODY	Full details can be found in the RJC's Governance Handbook and on the RJC's webpage under 'Governance'.																																																													

GRI STANDARD	DISCLOSURE	LOCATION
	2-11 CHAIR OF THE HIGHEST GOVERNANCE BODY	Full details can be found in the RJC's Governance Handbook and on the RJC's webpage under 'Governance'.
	2-12 ROLE OF THE HIGHEST GOVERNANCE BODY IN OVERSEEING THE MANAGEMENT OF IMPACTS	The highest governing body of the RJC is the Board of Directors (BOD). Amendments to critical policies including mission statement and goals are approved by the Board. Sustainability matters are addressed at the BOD meetings as necessary.
	2-13 DELEGATION OF RESPONSIBILITY FOR MANAGING IMPACTS	The RJC's raison d'être is the minimisation of negative impacts and the maximisation of positive ones. To that end the RJC mandatory standards, the Code of Practices (COP) and the Laboratory-Grown Material Standard (LGMS), covers a wide range of requirements including human rights, labour rights and environment. All RJC member companies must be independently audited and certified against the RJC mandatory standard(s), depending on the materials in scope. Where a member is found to have breached the RJC standards, there are detailed published procedures for the member to be disciplined. Further details can be found below: <ul style="list-style-type: none"> RJC Assessment Manual pages 18-20, RJC Certification Process Requirements for Certification Bodies and Auditors pages 74-75 and 82 and RJC Member Certification Handbook pages 44-45. RJC Complaints Mechanism RJC Articles of Association pages 8-10. The RJC's Executive Director (ED) is responsible for ensuring that impacts are managed. The ED is assisted by an impacts department led by experienced professionals, who are also supported by all RJC departments. Impacts are cross cutting, so all departments are accountable.
	2-14 ROLE OF THE HIGHEST GOVERNANCE BODY IN SUSTAINABILITY REPORTING	The Chairman of the Board approves the final report.
	2-15 CONFLICTS OF INTEREST	Full details can be found on the RJC webpage under 'Policies'.
	2-16 COMMUNICATION OF CRITICAL CONCERNS	<ul style="list-style-type: none"> Most complaints and critical breaches are communicated to the RJC's ED. Most complaints are also discussed with a legal counsel. Annual statistics on complaints and critical breaches are provided to the Assurance Committee. These can be found in pages 36-45. High and extremely high risks are communicated quarterly to the RJC's ED with the option to be communicated to the Executive Committee and the Board. Any extremely high risk would be immediately notified to the ED. An annual risk report is submitted to the ED with the option to be communicated to the Executive Committee and the Board.
	2-17 COLLECTIVE KNOWLEDGE OF THE HIGHEST GOVERNANCE BODY	The Board considers sustainability at every BOD meeting and is briefed on the progress and impacts of the RJC mandatory standards. Board receives annual governance training provided by an independent corporate governance specialist. The training is scheduled after each AGM and is delivered in June/ July annually.
	2-18 EVALUATION OF THE PERFORMANCE OF THE HIGHEST GOVERNANCE BODY	The RJC mandatory standards are comprehensive sustainability standards covering the entire jewellery and watch supply chain, from mine to retail. The mandatory standards are reviewed on a five-year basis, in accordance with the ISEAL Code of Good Practice. Following external stakeholder consultation, the RJC Standards Committee recommends any amendments of the standards to the RJC BOD. The Board is directly elected by the RJC membership as part of the AGM process.
	2-19 REMUNERATION POLICIES	The highest governing body is the BOD, none of whom are remunerated by the RJC. They are senior executives of member companies who are elected to the BOD and donate their services to the RJC.
	2-20 PROCESS TO DETERMINE REMUNERATION	The BOD are not remunerated by the RJC. Staff remuneration levels are based on guidance from several independent agencies which specialise in audit, standards development, and assurance recruitment. The RJC also engages an independent HR consultant to provide remuneration and related advice. The BOD is not consulted about staff remuneration and plays no role in remuneration decisions. The ED determines remuneration following recommendations/advice, the annual salary budget, and any applicable remuneration policies.
	2-21 ANNUAL TOTAL COMPENSATION RATIO	This information is confidential; therefore, this disclosure has been omitted.

GRI STANDARD	DISCLOSURE	LOCATION
	2-22 STATEMENT ON SUSTAINABLE DEVELOPMENT STRATEGY	Details can be found on page 5.
	2-23 POLICY COMMITMENTS	Details can be found on pages 7-11, 26-31, and on the RJC webpage under 'Policies'.
	2-24 EMBEDDING POLICY COMMITMENTS	Details can be found on pages 18-21, 26-31, 64-67.
	2-25 PROCESSES TO REMEDIATE NEGATIVE IMPACTS	Details can be found on pages 36-49.
	2-26 MECHANISMS FOR SEEKING ADVICE AND RAISING CONCERNS	<p>Mechanisms for individuals to seek advice on implementing the organisation's policies and practices for responsible business conduct:</p> <ul style="list-style-type: none"> RJC have a training email for members to contact us if they need guidance on implementing the RJC standards. RJC have a designated membership team for queries related to membership application and initial member information on their declared practices for the application. <p>Mechanisms for individuals to raise concerns about the organisation's business conduct:</p> <ul style="list-style-type: none"> RJC have a publicly available Complaints Mechanism. This can be accessed by RJC members and/or their employees, RJC approved audit firms and/or auditors, and any third party with a material interest in member certification or explicitly authorised to represent a Complainant.
	2-27 COMPLIANCE WITH LAWS AND REGULATIONS	The RJC complies with all applicable laws and regulations and has never been sanctioned for non-compliance.
	2-28 MEMBERSHIP ASSOCIATIONS	Refer to pages 31, 66-67 for full details.
	2-29 APPROACH TO STAKEHOLDER ENGAGEMENT	<p>Effective stakeholder engagement is critical for the development and relevance of our organisation, and for the achievement of our desired long-term impacts. It is essential that we understand the full range of perspectives of those who affect and/or are affected by the activities of the RJC and our members.</p> <p>The categories of stakeholders we engage with include RJC members, approved auditors, topic specific experts (individuals, businesses, and organisations), other voluntary sustainability schemes, ISEAL, wider industry. RJC is working with stakeholders including the OECD and other bi-lateral partnerships to put responsible sourcing at the heart of what we do to ensure our standards continue to lead the way in the jewellery and watch industry. RJC's stakeholder engagement includes but is not limited to:</p> <ul style="list-style-type: none"> Public consultations as part of the review and revision process of the RJC standards. This can take up to 60 days and can take form as a combination of webinars, teleconferences, and direct consultations to ensure accessibility to all relevant stakeholders giving everyone the opportunity to provide input. Comments received during public consultations are reviewed and published on the relevant website section. Calibration of the audit process via regular Auditor Roundtables. Providing a variety of training support to RJC members, approved auditors, and the wider industry on the implementation of the RJC standards and industry relevant topics. Training support includes webinars accessible across multiple time zones, roundtables, training sessions, toolkits, templates and more. Stakeholders are sent email invitations in advance of any events or trainings, along with newsletter updates to ensure awareness and encourage participation. Harmonisation and recognition with other industry initiatives including the London Bullion Market (LBMA), Responsible Minerals Initiative (RMI), Fairtrade and Fairmined standards. This remains key to support implementation of responsible business practices and strengthen our standards (mandatory and voluntary). Through wider participation on working groups and impact forums, RJC continue to openly engage in discussions on key industry topics, issues and more with key stakeholders.
	2-30 COLLECTIVE BARGAINING AGREEMENTS	The working conditions and terms of employment of employees are not covered by any collective bargaining agreements. The working conditions and terms of employment of employees are not influenced or determined based on any other collective bargaining agreements from other organisations.

GRI STANDARD	DISCLOSURE	LOCATION
GRI 3: MATERIAL TOPICS 2021	3-1 PROCESS TO DETERMINE MATERIAL TOPICS	Materiality is under constant review as it is an essential component of determining what matters to most to our stakeholders. In 2022 RJC conducted an extensive stakeholder consultation. During this process, stakeholders were asked to rank a list of material topics and their associated impacts in order of priority. As the RJC has had no significant changes in the organisation's activities and business relationships, it was established that these material topics still represent the RJC and its members' most significant impacts in this reporting period. Full details of how material topics were determined is outlined on page 84 of RJC's 2022 Progress Report.
	3-2 LIST OF MATERIAL TOPICS	<ol style="list-style-type: none"> Human Rights Due Diligence Human Rights Due Diligence Product Integrity and Disclosure Labour Practices Standards Efficiency Responsible Advocacy Environmental Due Diligence and Climate Gender Equality Circularity and Resource Scarcity Community Engagement <p>No changes to this list of material topics have been made since the previous reporting period.</p>
	3-3 MANAGEMENT OF MATERIAL TOPICS	<p>Management of material topics are outlined on pages 86-88 of the RJC's 2022 Progress Report.</p> <p>RJC measures its impacts and the effectiveness of its standards through a monitoring, evaluation and learning (MEL) programme. Performance monitoring is a key component of this. It focuses on the systematic collection and analysis of data to evaluate whether the desired outcomes outlined in our Theory of Change ('2030 Roadmap') are being achieved. RJC's Indicator Protocol is a publicly available document which outline the indicators being used in our MEL programme that enable us to track performance and monitor our impacts. We also undertake in-depth evaluations on annual basis to provide a deeper perspective of our impacts and progress.</p>



THE COUNCIL FOR RESPONSIBLE JEWELLERY
PRACTICES LTD.

Office 3, 3rd Floor Hind House
2-3 Hind Court
London EC4A 3DL

The Responsible Jewellery Council is the
trading name of the Council for Responsible
Jewellery Practices Ltd.

Registered in England and Wales with
company number 05449042.