



RESPONSIBLE  
JEWELLERY  
COUNCIL

LEAD WITH PURPOSE . INSPIRE WITH TRUST  
CONTRIBUTE TO DEVELOPMENT

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BY THE AUTHORITY OF THE COUNCIL

## PANDORA A/S

IS A CERTIFIED MEMBER OF  
THE RESPONSIBLE JEWELLERY COUNCIL

NUMBER: 0000 1424

DURATION: 3 Year

PERIOD: 13 August 2018 - 13 August 2021

STANDARD: Code of Practices 2013

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DAVID BOUFFARD  
CHAIRMAN

IRIS VAN DER VEKEN  
EXECUTIVE DIRECTOR



CODE  
OF  
PRACTICES



# CERTIFICATION OVERVIEW

MEMBERSHIP FORUM	Jewellery Manufacturer and/or Wholesaler
AUDIT DATE	7 June, 10 August 2018
AUDIT TYPE	Re-Certification
APPLICABLE STANDARD	Code of Practices 2013
ACCREDITED AUDIT FIRM	SGS United Kingdom Limited
CERTIFICATION SCOPE	The full PANDORA Group consisting of PANDORA A/S, Copenhagen, Denmark - Head office; PANDORA Production Co Ltd Thailand, Bangkok, Thailand & Lamphun, Thailand-Manufacturing & sourcing facility; PANDORA Services Co Ltd Thailand, Bangkok, Thailand - Manufacturing & sourcing facility; Flat. PAI-Pandora int. ApS, Copenhagen, Denmark – EMEA Regional Office; Flat. USPJL-Pandora Jewellery LLC-GP (USA), Baltimore, MD, USA – Americas Regional Office; Flat.PAP-Pandora Jewelry Asia Pacific Ltd, Kowloon, Hong Kong – APAC Regional Office; Flat.EDC-Pandora EMEA Distribution Center GmbH, Hamburg, Germany – Distribution centre; Flat.PJSS-Pandora Jewelry Shared Services CEE, Warsaw, Poland – Shared services; Sales & marketing offices in Baltimore, MD, USA & Ontario, Canada & London, UK & New South Wales, Australia & Copenhagen, Denmark & Paris, France & Appenzell, Switzerland & Milan, Italy & Hamburg, Germany & Amsterdam, Netherlands & Warrsaw, Poland & Budapest, Hungary & Viienna, Austria & Dubai, U.A.E & Prague, Czech Republic & Bucharest, Romania & Brussels, Belgium & Madrid, Spain & Johannesburg, South Africa & Kowloon, Hong Kong & Tokyo, Japan & Shanghai, China & Singapore & Panama City, Panama & Mexico City, Mexico & Sao Paulo, Brazil & Istanbul, Turkey; and all retail stores worldwide (excluding franchised stores).
APPLICABLE PROVISIONS	<ol style="list-style-type: none"><li>1. General requirements: 1-4, except 3.2</li><li>2. Responsible supply chains and human rights: 5-12, except 6.2, 7.1, 9.3, &amp; 11.3-4</li><li>3. Labour rights and working conditions:13-20, except 17.3 &amp; 19.3</li><li>4. Health, safety and environment: 21-25, except 21.10</li><li>5. Diamonds, gold and platinum group metal products: 26-28,except 27.2, 28</li><li>6. Responsible mining sector: Not applicable</li></ol>

PROVENANCE  
CLAIMS

Pandora source conflict-free gold and diamonds in accordance with the Signet Responsible Sourcing Protocol. The diamonds are exclusively of natural origin based on personal knowledge and/or written guarantees provided by the supplier of these diamonds.

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AUDITOR STATEMENT  
OF CONFORMANCE

Based on the scope and findings of the certification audit, the member has demonstrated a conformance level consistent with a:

3 Year Certification

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NEXT AUDIT TYPE

MID-TERM REVIEW (within 12-24 months):

- A. Mid-term review NOT required due to:**
  - No anticipated changes to the certification scope during the certification period
  - <25 full time equivalent personnel
  - Low risk of non-conformances due to management controls
  - Existence of parallel audits for schemes recognised by RJC
  - Existence of rigorous internal audit programs
  - Strong internal controls ensuring effective review and closure of corrective actions for non-conformances.
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- B. Mid-term review (desktop only) required due to:**
  - No impact on conformance levels from any changes to the certification scope
  - 2 or less minor non-conformances with critical provisions or 4 or less minor non-conformances in general identified by the audit (not covered by parallel audits for schemes identified as equivalent to RJC's) for an individual member in the mining sector or a non-mining sector member
  - Possibility of remote verification of actions.
  - No risk to critical provisions.
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- C. Mid-term review (with a site visit) required due to:**
  - Known and anticipated changes to the certification scope during the certification period
  - Member no longer supporting external standards and initiatives recognised by RJC
  - 3 or more minor non-conformances with critical provisions or 5 or more minor non-conformances not covered by parallel audits for schemes identified as equivalent to RJC's for any non-mining sector member of individual mining facility, if the member is in the mining sector
  - New systems and controls for critical provisions that could not be tested at the certification audit
  - Need to test new systems and controls ensuring respect for critical provisions
  - Facilities with risk of non-conformances with critical provisions
  - Other reasons presented by the lead auditor necessitating an onsite verification.

## ABOUT THIS CERTIFICATION

This certification is issued by the Responsible Jewellery Council in accordance with its standards and supporting documentation, available on the [RJC website](#).

This certificate can be authenticated on the [RJC website](#). Please contact [certification@responsiblejewellery.com](mailto:certification@responsiblejewellery.com) with any questions.

The RJC aims to ensure the fair, timely and objective resolution of complaints relating to RJC certification. The complaints mechanism and contact details can be accessed on the [RJC website](#).

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## DISCLAIMER

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