**Supply Chain - Grievance Mechanism** Updated: July 2021
Company has established this grievance procedure to hear concerns about circumstances in the supply chain involving diamonds/colored gemstones/metals from conflict-affected and high-risk areas.
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**Concerns can be raised by any interested parties via email, telephone or letter to:**
Name: Sako Badrian
Telephone: (818)565-1100
Email address: Coloron@topjewels.com
Fax: (818)565-0460
Office address: 7242 Valjean Ave, Van Nuys, CA 91406

**\***Whistleblowers will be allowed to remain anonymous
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 **On receiving a complaint, we will aim to:**

• Get an accurate report of the complaint.

• Explain our complaint procedure.

• Find out how the complainant would like it addressed/resolved.

• Assess the validity of the complaint and, where applicable, decide who should handle it internally. In cases where we are unable to address the complaint internally (e.g., where our company is too far removed from the origin of the issue raised in the complaint), we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body.

• Where the issue can be handled internally, seek further information where possible and appropriate.

• Identify any actions we should take including hearing from all parties concerned, and monitoring the situation.

• Update the complainant of our decisions or outcomes.

• Keep records on complaints received and the internal process followed, for at least five years.

Yours Sincerely,

Sako Baderian
Senior manager of Policy implementation