

THE DIACORE GRIEVANCE PROCEDURE

1. INTRODUCTION

The purpose of this document is to outline and formalize the grievance procedure of the Diacore Group. This grievance procedure provides a process for both internal parties and external stakeholders to have their concerns heard, investigated and responded to by the Diacore Group within an appropriate timeframe.

2. OBJECTIVES

The objectives of this grievance procedure are:

- To provide an avenue for internal and external stakeholders to lodge formal complaints
- To provide a framework for stakeholders' issues or concerns to be addressed in a timely and effective manner
- To investigate, record and monitor stakeholders' concerns
- To provide transparency as to how Diacore manages and responds to stakeholder concerns and issues

3. INTENTION

Diacore does not make any untruthful, misleading, or deceptive statements or representations. Diacore will not engage in any conduct or practice that seeks to deceive, mislead, cheat, or delude the consumer, which includes any trade misrepresenting the colour, clarity, cartage, cut and provenance of a Diamond. Should a stakeholder wish to challenge the above statement, or should they have any grievance or issue they wish to raise (including but not limited to complaints regarding our diamonds or sourcing practices), we have implemented a grievance procedure with the intent to manage any stakeholder complaints in a transparent, fair and credible manner for all parties.

4. REPORTING CHANNELS

- a. Any internal concerns can be raised via e-mail to gina@diacore.com.
- b. External stakeholders can e-mail gina@diacore.com, alternatively there is an e-mail address that can be found under the 'contacts tab' on the Diacore website which can be used to submit any enquiries or grievances. The e-mail address is info@diacore.com.
- c. Face to face reporting is also an option should you wish to approach management directly, this can be done at any one of the Diacore offices.

- d. To ensure transparency as to how grievances will be reported and addressed by Diacore, the grievance procedure can be found on our website.

5. RECORDS

Accurate and detailed records of the investigation and all interactions with external and internal stakeholders will be documented and records shall be maintained.

6. GRIEVANCE PROCESS

On receiving any grievance, Diacore aims to do the following to ensure a thorough investigation of the grievance:

- Get an accurate report of the grievance from the complainant.
- Decide who in the organisation is the appropriate person to handle the complaint.
- Explain our grievance procedure and determine how the complainant would like the matter handled.
- Should further information be required, this will be obtained and Diacore will do our best to resolve the issue internally.
- Diacore will identify any actions we should undertake to resolve the query. The investigation may include, but not be limited to document gathering, site visits, interviews internally and engagement with stakeholders.
- We will identify actions we should implement to avoid a similar query in the future, and we will monitor the situation going forward.
- Diacore will advise the complainant on the outcome of the decision and ensure they are satisfied with our response and the outcome of the grievance.
- We will respond to the stakeholder via their preferred contact method.

7. FOLLOW UP AND CLOSING THE QUERY

Within a reasonable period, following the formal response to the complainant notifying them of the outcome of the grievance, we will contact the stakeholder to ascertain whether they are satisfied with the response and the process to which the grievance was resolved.

All feedback will be documented. If any issues are identified regarding the process or grievance, we will ensure these issues are addressed and resolved, and where appropriate, changes will be made to the process to improve it.

8. APPEAL

Should the stakeholder not be satisfied with the resolution and the proposed actions to rectify the grievance, the grievance will be escalated to an executive management level. The executive team will review the grievance and the resolution and determine whether further action is required. We are committed to resolving all and any grievances, as such we are open to calling on the advice of an external mediator should this be the only manner in which to reach a satisfactory outcome.

9. CONFIDENTIALITY

- It should be noted that any concern raised, or issue reported will be treated with utmost confidentiality. The personal details of stakeholders will not be released to any third party. These details will only be used internally by the Company to support the investigation and subsequent resolution of the grievance.
- In the instance that a grievance involves a specific employee, personal details of the stakeholder lodging the grievance will not be released to these parties without prior permission.
- Any action reported is reported without fear of retribution or reprisal.

10. REVIEW

The procedure will be reviewed annually to ensure it remains relative, current and aligns with the values of the Diacore Group.



Signed by Management