



CLYDE DUNEIER

BRILLIANT SINCE 1910

50 West 47th St. Suite 310, New York, NY 10036 | 212-398-1122

Grievance Procedure

Clyde Duneier, Inc. has established this grievance procedure to hear concerns about circumstances in its operations, statements, supply chain procedures or OECD supply chain involving diamonds, colored gemstones and precious metals from conflict-affected and high-risk areas.

Jemma Kim is responsible for implementing and reviewing this procedure.

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

Jemma Kim

Tel: 212-398-1122

Email: jemma@clydeduneier.com

On receiving a complaint, we will aim to:

- get an accurate report of the complaint;
- explain our complaints procedure;
- find out how the complainant would like it handled;
- decide who is the appropriate person internally to handle the complaint, or help redirect the complaint to another entity, such as the relevant supplier, or a relevant industry body;
- where the issue can be handled internally, seek further information where possible and appropriate;
- identify any actions we should take, or monitor the situation;
- advise the complainant of any decisions or outcomes; and
- keep records on complaints received, and the internal process followed, for at least five years.

Signed/endorsed:

Jemma Kim

COO

January 30, 2024

Clyde Duneier, Inc. ensures that the person / company filing this grievance shall do so without fear of blowback, retaliation, dismissal or harassment. The grievance filed shall remain confidential.

“ Where fine jewelry has been a family tradition since 1910’.

