



SDC DESIGNS LLC

Grievance Procedure

SDC Designs LLC 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.

Mr. Craig Race is responsible for implementing and reviewing this procedure.

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

Craig Race

Tel: 212-599-4240

Fax: 212-599-4237

Email: craig@sdcdesigns.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:

December 19, 2023

SDC Designs LLC 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.

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