



747 Middle Neck Road Suite 200 Great Neck NY 11023 (Tel) 516-482-8000 (Fax) 516-482-8392

Grievance Procedure

CH Hakimi 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. Matt Hakimi is responsible for implementing and reviewing this procedure.

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

Matt Hakimi

Tel: 516-482-8000

Fax: 516-482-8392

Email: matt@chhakimi.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:

Matt Hakimi

Owner

April 20, 2021

CH Hakimi 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.