

GRIEVANCE MECHANISM

Espeka Diamonds FZCO has established this grievance procedure to hear concerns about circumstances in the supply chain involving diamonds and minerals from conflict-affected and high-risk areas.

Mr. ALEXANDRE PETERFREUND is responsible for implementing and reviewing this procedure.

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

Name	Mr. ALEXANDRE PETERFREUND
Mobile phone	+971 56 650 31 90
Email address	alex.peterfreund@espeka.com

Get an accurate report of the complaint – within 2 business days of receipt.

- Explain our complaint procedure – immediately upon receipt of the complaint.
- Find out how the complainant would like it addressed/resolved – within 3 business days.
- Assess the eligibility of the complaint and decide who should handle it internally – within 5 business days.
- In cases where we are unable to address the complaint internally, we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body, within 7 business days.
- Where the issue can be handled internally, seek further information where possible and appropriate – within 10 business days of acknowledging the complaint.
- Identify any actions we should take, including hearing from all parties concerned and monitoring the situation – within 15 business days.
- Advise the complainant of our decisions or outcomes – no later than 20 business days from receipt of the complaint.
- Keep records on complaints received and the internal process followed for at least five years, with records updated throughout the resolution process.