



# Pipeline Grievance Policy

Leo Schachter Diamonds, LLC (LSD) and Schachter Diamonds Complete (a dba of LSD) has established a grievance procedure to hear concerns about issues in its supply chain involving diamonds and diamond jewelry. LSD does not source diamonds or jewelry from conflict-affected and high-risk areas.

Michael Steinmetz, Manager of the US Office, is responsible for implementing and reviewing the established Supplier Protocols and administering any review of the policy or any grievances brought to the Company's attention.

Request for review can be raised by interested parties by email to [Michael.steinmetz@lsdco.com](mailto:Michael.steinmetz@lsdco.com) or by telephone +1 212-688-2000 ext. 4364

Should the Company be alerted to any such grievance, the Company will respond as follows:

- Get an accurate report of the complaint
- Explain our Protocols
- Discuss the complaint and process
- Discuss how the complainant would like the grievance addressed and resolved
- Assess the eligibility of the complaint and, see how best to handle it within the Company
- Identify any actions the Company can take including hearing from all concerned parties within its pipeline
  - In cases that cannot be addressed internally the Company may consult and redirect it to a more relevant body, including the supplier and/or an industry organization such as the Responsible Jewelry Council (RJC)
- Advise the complainant of our decisions or outcomes.
- Continue to monitor the situation.
- Keep records on filed grievances and their resolutions for at least five years.