

TACORI

TACORI SUPPLIER GRIEVANCE MECHANISM SOURCING AND SUPPLY CHAIN

Effective: April 16, 2021 (last revision date; September 09, 2023)

TACORI SUPPLIER GRIEVANCE MECHANISM

OVERVIEW OF GRIEVANCE MECHANISM

TACORI's grievance procedure for concerns in the supply chain involving diamonds and colored gemstones from conflict-affected and high-risk areas demonstrates the brand's dedication to transparent and constructive communication with its suppliers. This structured approach ensures that concerns are promptly addressed, fostering accountability and continuous improvement throughout the supply chain, promoting ethical business practices within the jewelry industry.

OWNERSHIP & CONTACT INFORMATION

Concerns can be raised by interested parties via email to:

sourcing@TACORI.com

ACTION PLAN UPON RECEIVING A COMPLAINT

On receiving a complaint, TACORI will:

- Intake and document the grievance.
 - We will provide confidentiality where requested.
 - No retaliation will occur when issues are raised.
- Share the steps of our grievance procedure.
- Perform due diligence, to the best of our ability, to validate the grievance. If we are unable to do so (e.g., where TACORI does not have a connection to the origin of the issue raised in the grievance), we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body.
 - If applicable, we will assign the grievance to a team member to resolve.
- We will develop an action plan to bring the grievance to resolution.
- We will advise the party who submitted the grievance of our decisions or outcomes.
- We will keep records and complaints for a minimum of 5 years.



Christine M. Scalese
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