



Grievance Mechanism Protocol

S.E BARBI DIAMONDS LTD. have established a grievance mechanism policy for its supply chain, with MR. RAANAN BRENNERS responsible for its implementation and review. Interested parties can raise concerns via email or telephone to +972 3 6131020. Upon receiving a complaint, RAANAN BRENNERS aims to acknowledge it within two business days, conduct an investigation within 10 business days, and provide a written response within five business days after the investigation, outlining findings and any actions taken or to be taken.

S.E BARBI DIAMONDS LTD. will keep records of complaints and the internal process followed for at least five years.

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On receiving a complaint, we will aim to:

- Accurately report the complaint
- Explain the complaints procedure
- Determine the complainant's preferred resolution
- Assign the complaint to the appropriate person or entity
- Gather additional information if needed
- Take necessary actions or monitor the situation
- Inform the complainant of decisions or outcomes
- Maintain records of complaints and internal processes for at least five years