



**Name of Company: MANDANI'S DIAM**

**Document Name: Policy Statement of RJC Compliance**

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## **RJC Compliance Policy**

The Responsible Jewellery Council (RJC) is a not-for-profit organization with the following mission:

*"To advance responsible ethical, social and environmental practices, which respect human rights, throughout the diamond and gold jewellery supply chain, from mine to retail"*

RJC's "Code of Practices" defines responsible ethical, human rights, social, and environmental practices, applicable to all RJC members.

**MANDANI'S DIAM** has become a member of RJC and is fully committed to the Code of Practices.

We strongly encourage all our business partners to follow and implement the various requirements of the RJC system. More information about the Program is available on the internet site <http://www.responsiblejewellery.com>.

We encourage your co-operation in adopting the standard and ensuring that the entire diamond industry is seen as a role model in setting high standards with respect to business, social and environmental responsibilities.



## GRIEVANCE MECHANISM

MANDANI'S DIAM 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. Mitansh Mandani is responsible for implementing and reviewing this procedure.

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

|                      |                        |
|----------------------|------------------------|
| <b>Name</b>          | Mr. Mitansh Mandani    |
| <b>Mobile phone</b>  | +91 98204 72724        |
| <b>Email address</b> | mandanisdiam@gmail.com |

On receiving a complaint, we will aim to:

- Get an accurate report of the complaint.
- Explain our complaint procedure.
- Find out how the complainant would like it addressed/resolved.
- Assess the eligibility of the complaint and, where applicable, decide who should handle it internally. In cases where we are unable to address the complaint internally (e.g. where our company is too far removed from the origin of the issue raised in the complaint), we may redirect it to a more appropriate entity or institution, such as the relevant supplier or industry body.
- Where the issue can be handled internally, seek further information where possible and appropriate.
- Identify any actions we should take including hearing from all parties concerned, and monitoring the situation.
- Advise the complainant of our decisions or outcomes.
- Keep records on complaints received and the internal process followed, for at least five years.

