

# IDEAL BRILLIANT CO., INC.

580 5th Ave  
Suite 600  
New York, NY 10036  
212-840-2044  
[idealbrilliant@gmail.com](mailto:idealbrilliant@gmail.com)

## Grievance Procedure

Ideal Brilliant has established this grievance procedure to hear concerns about circumstances in its operations, statements, supply chain procedures or OECD supply chain involving diamonds and minerals from conflict-affected and high-risk areas.

Mr. Chilly Fastag is responsible for implementing and reviewing this procedure.

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

Chilly Fastag  
Tel: 212-840-2044  
Email: [idealbrilliant@gmail.com](mailto:idealbrilliant@gmail.com)

On receiving a complaint, we will aim to:

- get an accurate report of the complaint;
- explain our complaints procedure;
- find out how the complainant would like it handled;
- decide who is the appropriate person internally to handle the complaint, or help redirect the complaint to another entity, such as the relevant supplier, or a relevant industry body;
- where the issue can be handled internally, seek further information where possible and appropriate;
- identify any actions we should take, or monitor the situation;
- advise the complainant of any decisions or outcomes; and
- keep records on complaints received, and the internal process followed, for at least five years.

Signed/endorsed:

Abe Fastag  
Vice President  
January 18, 2024



Ideal Brilliant ensures that the person / company filing this grievance shall do so without fear of blowback, retaliation, dismissal or harassment. The grievance filed shall remain confidential.