



36 East 31st Street, Floor 11, New York NY 10016 Phone: 212-633-4900 Fax: 212-633-4918

## Grievance Procedure

Clover II Corp. has established this grievance procedure to hear concerns about circumstances in its operations, statements, supply chain procedures, Provenance Claim or OECD supply chain involving diamonds, colored gemstones and precious metals from conflict-affected and high-risk areas.

Zoltan Hidas is responsible for implementing and reviewing this procedure.

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

Zoltan Hidas

Tel: 212-633-4900

Fax: 212-633-4918

Email: [zoltan@cloverc.com](mailto:zoltan@cloverc.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.

Brandon Friedlander  
Vice President

January 30, 2023

Clover II Corp 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.