

Provenance Statement

A “**Provenance Claim**” is a documented statement, made using descriptions or symbols, that relates to gold, silver, PGM, diamonds or coloured gemstones that are offered for sale (whether as stand-alone materials or set in jewellery). Provenance Claims are typically made about a product’s origin, verification of source, traceability of material, certification of material or suppliers, or another mechanism to ensure responsible sourcing practices.

Source - Responsible Jewellery Council (RJC)



Letšeng Diamond Mine - Satellite Pit

Gem Diamonds’ Provenance Claim

All diamonds sold by Gem Diamonds Marketing Services BV, Gem Diamonds Limited’s indirect, wholly owned subsidiary, are natural, untreated, diamonds originating from the Letšeng Diamond Mine in Lesotho and sourced in accordance with Gem Diamonds’ responsible sourcing standards.

The Importance of Providing Provenance

Concerned with ethical and environmental issues, consumers are increasingly inquiring about the source of diamonds, coloured gem stones, gold and other precious metals. Audited Provenance Claims provide assurance to clients, customers and stakeholders that the statements made are valid, truthful and that the products are sourced through processes designed to support responsible sourcing practices throughout the supply chain.



Gem Diamonds is a member of the RJC and as such, is subject to independent external audits, including its Provenance Claim, and therefore:

- Systems are in place to ensure that the Provenance Claim is truthful and substantiated by evidence.
- Training is conducted to ensure that employees responsible for responding to product enquiries understand the Provenance Claim and can explain it accurately.
- Further information is available to customers upon request regarding our Provenance Claim.
- A complaint and grievance mechanism to allow interested parties to voice their concerns has been established.

Grievance mechanism

Gem Diamonds has developed a grievance mechanism appropriate to the nature, scale and impact of the business, to allow interested parties to inquire about its Provenance Claim and the veracity thereof.

Upon receiving a grievance, Gem Diamonds will ensure that all details are documented (in the Grievance Log). In reviewing the grievance, Gem Diamonds will communicate with the complainant, as may be appropriate, to understand their concerns and their desired outcome.

The grievance will be reviewed internally at an executive level to determine how it should be addressed and by whom. The review process will involve gathering all relevant information, assessing the nature of grievance, and identifying any necessary actions and appropriate responses. Gem Diamonds' executive team will report all provenance related grievances received to the Board of Directors on a quarterly basis.

Once the grievance has been reviewed and an outcome determined, a member of the executive team will inform the complainant of the decision or outcome and will seek satisfactory closure. All actions and outcomes will be documented in the Grievance Log.

Concerns can be raised by interested parties by sending an email to: provenance@gemdiamonds.com