



GIA®

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IMPORTANT MESSAGE TO GIA CLIENTS

Thank you for your patronage

On behalf of GIA and its entire staff, we wish to sincerely thank you for your support and confidence. As an organization with a proud history of research, education, and laboratory services, we place a premium on quality, customer service, values, and high ethical standards.

Respect above all, and to all

GIA's ethical standards govern all interactions and communications, including those between GIA clients and staff. GIA has a zero tolerance for disrespectful, discriminatory, or derogatory treatment between clients and staff, including, but not limited to, comments based upon: gender, race, creed, nationality, and sexual orientation. GIA is committed to providing a safe workplace for all its employees, which includes a workplace that is free from any type of unlawful discrimination or harassment.

It has come to our attention that some of our clients do not adhere to this standard. GIA reserves the right to immediately terminate services to any client or discipline any employee who does not carefully and strictly adhere to this standard. In addition, staff has been advised to immediately cease discussions with clients exhibiting any such behavior and to report the same to management for immediate action.

Ensuring the integrity of GIA's grading processes

GIA places the highest priority on ethical conduct and standards. Therefore, we take very seriously the report of any ethical breach or compromise, or anything that could be construed as such a breach or compromise, by GIA staff or clients. Please report any such observations by calling laboratory management, or by contacting Eva Carlson, Director, Corporate Compliance/Internal Review, at 760.603.4203. If you prefer, you may submit a report to GIA's anonymous hotline described below. Such matters will be promptly investigated, and as warranted reported to legal authorities. Rumors which are known to be unfounded or refusal to cooperate with investigations hurt both the industry and GIA; and such will not be tolerated.

GIA's anonymous and independent hotline

EthicsPoint is an independent firm and leading provider of services to support compliance, workplace ethics, and corporate governance. It enables GIA clients, as well as employees, students, vendors, and the public, to communicate openly and anonymously with GIA's management and Board and to report breaches of GIA policies. It is available 24/7 with multi-lingual support via telephone or Internet.

EthicsPoint

Toll-free hotlines for U.S. and Canada: 866.295.2625

Other locations: 503.726.2269. Ask your local operator to call collect.

Website: www.ethicspoint.com

The important points above help ensure that we continue to serve the industry and the public with pride and excellence.