

**TABLE 1 – RESULTS OF SURVEY IN THE UNITED KINGDOM**

Name of Company	Written response to AI and GW received from the company management? <sup>1</sup>	Does the company in its letter to GW/AI outline a policy on conflict diamonds, including the system of warranties, auditing measures and education of staff? <sup>2</sup>	Is any policy on conflict diamonds described on the company's website? <sup>3</sup>	Member of the National Association of Goldsmiths (NAG) or the British Jewellers Association (BJA)? <sup>4</sup>
Asda	No	N/A	No	No
Asprey London	No	N/A	No	NAG Member
Beaverbooks the Jewellers Ltd.	Yes	Yes but more should be done - In a detailed response, Beaverbooks outlines how it is implementing a system of warranties and provides sample of letter sent to suppliers as well as a blank invoice with warranty statement. There was no mention of auditing measures. It states that sales staff are educated about conflict diamonds and have hired independent mystery shoppers to check staff responses to conflict diamond questions. Responded to questionnaire.	Yes	NAG Member
Boodle & Dunthorne	Yes	Partially – letter states that they gain assurance from suppliers that diamonds are conflict-free. They have a statement in their shops stating that all their diamonds are conflict-free. Sales staff have been trained. No mention of system of warranties or auditing measures.	No	NAG Member
Chisolm Hunter	No	N/A	No Website	NAG Member
DeBeers	Yes	Yes – In letter, DeBeers outlines the warranty and verification process, process for educating its employees on conflict diamonds, and process for an internal auditing system in place and filled in the questionnaire. The company's compliance with the Kimberley Process has been audited by Deloitte and Touche, its financial auditors, who carried out a stock audit and checked all sales invoices for compliance with the Kimberley Process. Responded to questionnaire.	Yes	No
Debenhams	No	N/A	Not clear – No specific mention of conflict diamonds, however it only works with "reputable suppliers." In 2002, internal audits were launched at their top 134 suppliers. Staff are expected to act in an ethical manner, and are trained as such.	No
Ernest Jones Ltd.	Yes	Yes – A detailed letter from Signet, parent company of Ernest Jones, states that it has a warranty system in place, has carried out an internal audit in 2003, and educated staff. Response also provides samples of invoices with warranties and a brochure that outlines the conflict diamond problem and the company's policy. Responded to questionnaire.	Yes	NAG Member

- 1 This is based on whether each company provided a written response to Global Witness/Amnesty International's letter to company management asking whether the company has policies and the system of warranties and to describe those policies in writing. The letter also asked the company to provide samples of procedures, warranties and examples of practical measures, including auditing measures, being taken for implementation.
- 2 This column provides a description of written responses from companies to Global Witness/Amnesty International. Companies may have described their policies completely in other places but this column is based on what was provided in company responses to Global Witness/Amnesty International.  
A "Yes" in this category means that a company fully explained how it is implementing the system of warranties, auditing measures and education of staff, has outlined a system for ensuring that suppliers can back up warranty statement and has developed policy statements or other materials (on website) to clearly communicate policy to consumers.  
A "Yes but more should be done" means that a company explained how implementing the system of warranties works but did not outline specifically how some other measures work, such as auditing measures, education of staff or how warranties are backed up by concrete measures and policies.  
A "Partially" means that a company only provided very basic information on the system of warranties but did not fully outline its policy.  
A "No" means that a company has not outlined its policy nor mentioned the system of warranties.
- 3 Note that some companies do not have websites, which is indicated in the table. However the word "no" indicates that the company has a website and Global Witness/Amnesty International did searches on the company website for "Kimberley" and "conflict diamonds" as search parameters. It is possible that information on policies is located outside of these search parameters.
- 4 This is based on membership lists of NAG or BJA found on their websites or information provided by companies. Due to NAG and BJA's endorsement of the self-regulation, their members are likely to have policies on conflictdiamonds and the system of warranties. Note that companies may be members of other trade associations that may subscribe to the self-regulation or companies may have subscribed to the self-regulation on an individual basis.

**TABLE 1 – RESULTS OF SURVEY IN THE UNITED KINGDOM (CONT’)**

Name of Company	Written response to AI and GW received from the company management? <sup>1</sup>	Does the company in its letter to GW/AI outline a policy on conflict diamonds, including the system of warranties, auditing measures and education of staff? <sup>2</sup>	Is any policy on conflict diamonds described on the company’s website? <sup>3</sup>	Member of the National Association of Goldsmiths (NAG) or the British Jewellers Association (BJA) <sup>4</sup>
F Hinds	Yes	Yes. Letter states it only buys from suppliers who can certify that the diamonds they provide are conflict-free and checks are carried out on invoices to ensure that warranties are in place. Third party audits have also been requested. Staff are provided with information on conflict diamonds.	Yes	NAG Member
Fraser Hart Ltd	No	N/A	No	NAG Member
Goldsmiths Group plc.	Yes	Partially - In letter, Goldsmiths wrote that it is an ethical retailer and only buys from reputable dealers. A copy of the Code of Practice is available to customers, which mentions the conflict diamond issue and states that it works “with reputable suppliers” and works to ensure that diamonds are “procured from legitimate nonconflict sources.” However, no mention of warranty system or auditing measures. Responded to questionnaire.	Yes	NAG Member; BJA Member
House of Fraser	Yes	Partially - Letter states that it has implemented a system of warranties and that the company had written to all their suppliers again to confirm warranty system. No mention of audits or education of staff. Responded to questionnaire.	No	NAG Member
HPJ UK Ltd	No	N/A	No website	No
H Samuel	Yes	Yes – A letter from Signet, parent company of H Samuel, states that it has a warranty system in place, has carried out an internal audit in 2003, and has educated staff. Response also provides samples of invoices with warranties and a brochure that outlines the conflict diamond problem and the company’s policy. Responded to questionnaire.	Yes	NAG Member
John Lewis	Yes	Yes but more should be done - Letter states that it follows the recommendations of the BJA and has written to suppliers informing them to confirm all diamonds are non-conflict. Selling staff are informed about conflict diamonds through a leaflet produced by BJA. No mention of audits.	No	No
Justice	Yes	No – E-mail explains the Kimberley P process but no specific mention of company policy regarding warranties, audits or education of staff.	No website	No
Links of London	No	N/A	No	NAG Member
Mappin & Webb Group	E-mailed Amnesty International promising to complete a questionnaire and return it. No questionnaire received.	N/A	No	NAG Member
Storm	No	N/A	No website	No
Theo Fennell	Yes	Partially – letter states that they are assured their purchases are conflict-free and are invoiced as such. States that sales teams are asked to refer questions on conflict diamonds to the diamond buyer. No mention of system of warranties, or auditing measures.	No website	No
Warren James Jewellers Ltd.	No	N/A	No website	NAG Member

### Questions asked by Amnesty International activists in the UK

1. Are you familiar with the term ‘conflict’ or ‘blood’ diamonds?
2. How can I be sure that none of your products on sale contain conflict diamonds?
3. Does the company have a policy on conflict diamonds, (if yes) can you provide me with a copy?
4. Have any of your colleagues/staff had any training on the issue of conflict diamonds?
5. Do you provide a warranty certificate for customers confirming the origin of diamonds sold in this store? (If yes), can you provide me with a copy?

**TABLE 2 – RESULTS OF SURVEY IN THE UNITED STATES**

Name of Company	Written response to AI and GW received from the company management? <sup>1</sup>	Does the company in its letter to GW/AI outline a policy on conflict diamonds, including the system of warranties, auditing measures and education of staff? <sup>2</sup>	Is any policy on conflict diamonds described on the company's website? <sup>3</sup>	Member of Jewelers of America (JA) or Jewelers Vigilance Committee (JVC)? <sup>4</sup>
Alvin's Jewelers	No response	N/A	No	JVC Member
Army/Air Force Exchange Service	No response	N/A	No	No
Ben Bridge Jeweler	Yes	Yes but more should be done – letter outlines implementation of system of warranties, integration of this policy into its Supplier Code of Conduct and education of staff and includes a copy of company's Jeweler Supplier Code of Conduct. No auditing measures mentioned.	No	JA and JVC Member
Bloomingdales	Still no response from Federated Department Stores, Inc., owner of Bloomingdales (surveyed in February 2004 as part of initial survey)	N/A	No	No
Bulgari	Still no response (surveyed in February as part of initial survey)	N/A	No	JA Member
Carlyle and Co. Jewelers	No response	N/A	No	JA and JVC Member
Cartier Inc. USA	Yes	Yes but more should be done – letter outlines policy to implement system of warranties, a screening process for selection of suppliers according to its new supplier selection procedures, a program to educate staff. Includes copies of several invoices with warranty statement on it and memo to staff about conflict diamond issue. No mention of auditing measures.	No	JA Member
Christian Bernard	Yes	Yes but more should be done - letter outlines implementation of system of warranties and education of staff. No mention of auditing measures.	No	JA Member
Corey's Jewelry	No response	N/A	No	No
Costco Whole Sale Corp.	No response	N/A	No	No
Crescent Jewelers	No response	N/A	No	No
C.R. Jewelers	Yes	Partially – letter briefly states use of warranties and education of staff but does not provide details on policy and no mention of auditing measures.	No	JA Member
Devons Jewelers	No response	N/A	No	JA Member
Don Roberto	No response	N/A	No	No

1 This is based on whether each company provided a written response to Global Witness/Amnesty International's letter to company management asking whether the company has policies and the system of warranties and to describe those policies in writing. The letter also asked the company to provide samples of procedures, warranties and examples of practical measures, including auditing measures, being taken for implementation.

2 This column provides a description of written responses from companies to Global Witness/Amnesty International. Companies may have described their policies completely in other places but this column is based on what was provided in company responses to Global Witness/Amnesty International

A "Yes" in this category means that a company fully explained how it is implementing the system of warranties, auditing measures and education of staff, has outlined a system for ensuring that suppliers can back up warranty statement and has developed policy statements or other materials (on website) to clearly communicate policy to consumers.

A "Yes but more should be done" means that a company explained how implementing the system of warranties works but did not outline specifically how some other measures work, such as auditing measures, education of staff or how warranties are backed up by concrete measures and policies.

A "Partially" means that a company only provided basic information on the system of warranties but did not fully outline its policy.

A "No" means that a company has not outlined its policy nor mentioned the system of warranties.

3 Note that some companies do not have websites, which is indicated in the table. However the word "no" indicates that a company has a website and Global Witness/Amnesty International did searches on the company website for "Kimberley" and "conflict diamonds" as search parameters. It is possible that information on policies is located outside of these search parameters.

4 This is based on membership lists of JA and JVC found on websites or information provided by companies. Note that companies may be members of other trade associations that may subscribe to the self-regulation and system of warranties or companies may have subscribed to the self-regulation on an individual basis.

**TABLE 2 – RESULTS OF SURVEY IN THE UNITED STATES (CONT')**

Name of Company	Written response to AI and CW received from the company management? <sup>1</sup>	Does the company in its letter to GW/AI outline a policy on conflict diamonds, including the system of warranties, auditing measures and education of staff? <sup>2</sup>	Is any policy on conflict diamonds described on the company's website? <sup>3</sup>	Member of Jewelers of America (JA) or Jewelers Vigilance Committee (JVC)? <sup>4</sup>
Ellenstein Stores	No response	N/A	No	No
Fink's Jewelers	Yes	Yes but more should be done – letter states use of warranties, development of procedures and materials to educate staff and “conducting random checks, through our internal auditing procedures to ensure our staff is knowledgeable about stance against conflict diamonds.” Provides copies of invoices that had warranty statement, and a company policy statement.	No	JVC Member
Finlay Fine Jewelry Corporation	No response	N/A	No	JVC Member
Fortunoff	Yes	Yes but more should be done – letter outlines implementation of system of warranties, procedures for suppliers to comply, ongoing efforts to train employees and that “sourcing of our diamonds is from sightholders who must adhere to Best Practice Principles.” Provides sample of agreement vendors must sign to subscribe to warranty system. No mention of auditing measures.	No	JA and JVC Member
Four Points	No response	N/A	No	No
Fred Meyers Jewelers	Yes	Partially – letter briefly mentions use of warranties and states that it has been “very diligent” in selection of its suppliers but no further details provided. Includes copy of invoices with warranty on it but no details on implementation of policy, auditing measures and education of staff.	No	No
Friedman's	No response	N/A	No	JVC Member
Goldenwest Diamond Corporation	No response	N/A	No	No
Hannoush Jewelers	Yes	Partially – letter briefly outlines implementation of system of warranties and provides several copies of invoices with warranty statement. No mention of education of staff or auditing procedures.	No	JVC Member
Harris Originals	No response	N/A	No	No
Harry Ritchie's Jewelers	No response	N/A	No	No
Harry Winston	Still no response (surveyed in February 2004 as part of initial survey)	N/A	No	No
Helzberg Diamonds	Yes	Partially – response did not outline policy. Only provides copy of invoice with warranty statement and shipping requirements showing that suppliers are required to use warranty. Copies of educational materials for staff about company's policy also included showing they are implementing the system of warranties. No mention of auditing measures.	No	JVC Member
Home Shopping Network	No response – e-mail from Home Shopping Network said they could not meet deadline due to Florida's weather problems but said that they would send a response. Nothing further was received.	N/A	No	JVC Member

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J.C. Penney Co	Yes	Yes but more should be done – letter states that it implements system of warranties through Supplier Legal Compliance Program and that in May 2004 it required each of its 71 diamond and fine jewelry suppliers to “recertify their commitment to the Kimberley Process”. No mention of staff education or auditing measures.	No	JVC Member
Kings of New Castle	Yes	Yes but more should be done – letter outlines implementation of system of warranties, provides copy of memos sent to staff and vendors about company's policy. Does not mention auditing procedures.	No	No
Kohl's Corporation	No response	N/A	No	No
Kmart	No response	N/A	No	No
Lemons Jewelry	No response	N/A	No	No
Macy's	Still no response from Federated Department Stores, Inc., owner of Macy's (surveyed in February 2004 as part of initial survey)	N/A	No	JVC Member
Macy's East	No response	N/A	No	JVC Member
Mayors	Yes	Yes but more should be done – letter from Birks & Mayors state that company is implementing system of warranties and mention efforts to have “increased control over our diamond and gemstone products and processes” that allows it to inspect, audit and control diamonds and gemstones. Includes copy of sample letter sent to vendors which specifies that there is some process required for tracking diamond and auditing procedures. No mention of education of staff.	No	No
Meijer	No response	N/A	No	No
Mervyn's	No response	N/A	No	No
Morgan Management	No response	N/A	No	No
Neiman Marcus	Still no response (surveyed in February 2004 as part of initial survey)	N/A	No	JVC Member
QVC	Yes	Yes – requires all vendors to provide written guarantees that they comply with Kimberley Process, raises issue of KP compliance on an ongoing basis with vendors and incorporated this policy in its Quality Assurance Manual and its Business Ethics Guidelines which are distributed to all vendors and available to public and employees online. Quality Assurance Program includes measures to audit whether vendor claims and documentation are accurate.	Yes – explanation of conflict diamond policy is online in its “Jewelry Handbook for Customers”	JVC Member
Reeds Jewelers	Yes	Yes but more should be done – letter states implementation of system of warranties and education of staff. Includes copies of fact sheet for staff about the conflict diamond issue and its policy. No auditing measures mentioned.	No	JA and JVC Member

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Riddle's Jewelry	No response	N/A	No	No
Rogers & Hollands	Yes	No – letter sent is v ery brief and only says that the company is supporting the Kimberley Process and that the jewellery industry is supporting a “global system...to prevent conflict diamonds from entering the supply chain”. No mention of what the policy is or the system of warranties.	No	No
Rogers Ltd., Inc.	Yes	Partially – e-mail sent was very brief and only stated that its vendors support the warranty statement and that the company periodically reviews all practices of their v endor base. No further details provided on policy, auditing measures, procedures for ensuring vendors comply and staff education efforts.	No	No
Ross-Simons	No response	N/A	No	No
Saks Fifth Ave	Yes	Not clear - E-mail response indicates that the company is still in the process of implementing the system of warranties. It is having its suppliers of diamond jewellery guarantee in writing that the diamonds they supply are conflict free and has educated staff. The company is selling one branded diamond product that is guaranteed to be conflict-free.	No	JVC Member
Samuels Jewelers	No response	N/A	No	No
Sears, Roebuck & Co.	Yes	Partially – letter briefly states that it is implementing system of warranties and requested its vendors early in 2004 to participate in the Kimberley Process. It is currently printing written materials for staff and customers. No mention of auditing procedures.	No	JVC Member
Sherwood Management Co. (Daniel's Jewelers)	Yes	Partially – letter states that it will not knowingly purchase conflict or blood diamonds and that it has “instituted policies and practices that support efforts of the jewellery industry to fully support and implement the Kimberley Process Certification System of Warranties” but does not provide any more information on what these practices are. Also includes copy of memo to store managers and associates outlining use of warranties. No mention of auditing procedures.	No	No
Shop44.NBC	No response	N/A	No	No
Sterling Jewelers	Yes	Yes – very detailed response outlining implementation of system of warranties, policy for suppliers complying with warranties, program to educate staff about its policy and an internal audit program to review how policies are working. Also provides samples of invoices with warranty statement, letters to suppliers about warranties and educational materials provided to staff.	No	JA and JVC Member
The Sultan Co.	No response	N/A	No	No

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Target Corp.	Yes	No – letter does not outline any policy on conflict diamonds or even mention conflict diamonds, and states that it is “happy to hear you are interested in obtaining more information about Target” and that information about Target and that all information can be found on the company website. It states that “all other information is consider proprietary.”	No	No
Tiffany & Co.	Yes	Yes – detailed letter outlines procedures for implementing system of warranties, applying strict criteria for selection of suppliers and auditing measures. This includes implementing a chain of custody for its diamonds that has been certified to the ISO 9001:2000 quality management system standards and applying and monitoring standards for factories where Tiffany & Co. diamonds are polished. Also includes copy of company’s policy statement.	No	JA & JVC Member
T.J. Maxx	No response	N/A	No	No
Ultra Stores Inc.	Yes	Not clear – policy statement indicates that system of warranties is still in process. Letter states that it has received verbal assurances from its suppliers to complying with self-regulation process but that it “is currently working on receiving written assurances to provide our customers with complete confidence in Ultra’s stance against conflict diamonds. No details provided auditing measures and education of staff.	No	JA Member
Van Cleef & Arpels	Yes	Yes - but more should be done. Letter states that it implements system of warranties and education of staff. No details provided on auditing measures.	No	JVC Member
Wal-Mart	Yes	Partially - letter sent briefly states that it requires suppliers to confirm in writing ‘that we are not purchasing, nor ever have purchased, any “conflict” or “blood diamonds”. No other details provided.	No	JVC Member
Wempe	Yes	Partially – letter briefly states that implementing system of warranties but no further details provided. No mention of education of staf f or auditing measures.	No	JA Member
Western Stone and Metal (Shane Co.)	Yes	Partially - letter briefly states that it requires sightholders (suppliers) to sign an affidavit stating that their products are conflict free and that it only deals with sightholders who “fully endorse and adhere to the Kimberley Process.” No mention of auditing measures and education of staff	No	JVC Member
Whitehall Jewellers	Yes	Partially – letter briefly outlines use of system of warranties and requirements to have warranty statement integrated into vendor’s supply agreement with Whitehall. States that it will continue to monitor effectiveness of policies but no mention of auditing measures or education of staff.	No	No

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Zale Corporation	Yes	Yes – detailed response outlines policy to implement system of warranties and describes how it works to ensure that suppliers comply through its Vendor Code of Conduct. Response states that education of staff has been done and includes Zale's Policy statement and samples of letters to suppliers about warranties and copy of Vendor Code of Conduct. Vendor Code of Conduct does outlines that Zale can conduct internal investigation on implementation of the code and that vendors must cooperate by making records available, etc. The Code of Conduct also requires that vendors to provide Zale with proof of warranty from their sources of merchandise if requested and to retain warranties accompanying all diamond and diamond jewellery purchases for at least 5 years.	Yes – website has its policy statement on conflict diamonds and frequently asked questions that provide further details on policy	JA & JVC Member