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MANAGEMENT and RESOLUTION of
COMPLAINTS Page 1 of 4

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Distribution list

- Raresentante Senior Mana ement - RSM
- RE. SA 8000 - RL SA
- All staff - PRS
- Other Interested Parties - API

1. FIRST APPROVAL AND SUBSEQUENT REVISIONS TABLE

Rev.	Date	Causal	Paragraph	Page	Drafting/Verification/Approval
	09/22/2022	First issue of the SG SA 8000: 2014			RSG SA - A sr.vsPT to
01	06/22/23	Obs. Closure			Dr. hect ogra m

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2. PURPOSE and FIELD of APPLICATION

The **PURPOSE** of SA 8000 is to provide a voluntary and verifiable International Standard, through third-party audits, which defines the requirements that must be met by organizations, including the recognition or improvement of workers' rights, workplace conditions and an effective management system. It is periodically revised as conditions change thanks also to the corrections and improvements received from other parties interested.

Is based:

- on the Universal Declaration of Human Rights,
- on ILO conventions, 29, 87, 98, 100, 102, 131, 135, 138, 155, 159, 169, 177, 181, 182, 183
- on the International Covenants on economic, social, cultural, civil and political rights
- on the United Nations Conventions on the Rights of the Child and on the elimination of all forms of discrimination against women or racial discrimination
- on all other international regulations on human and labor rights,
- on national labor laws,

to enhance and protect all personnel within the sphere of control and influence of one organisation, which produces products or services for it (see directly employed staff, suppliers, subcontractors, sub-suppliers and home workers).

The organization must achieve full and sustainable **CONFORMITY** with the requirements of this Standard (**SOCIAL PERFORMANCE**) through an adequate and effective **MANAGEMENT SYSTEM** - SG SA, operational map characterized by continuous improvement, based on the active and joint participation of workers and management .

FIELD of APPLICATION: it is universally applicable to any type of organization regardless of its size, geographical location or sector. Certification can only be issued for each specific workplace. The list of exceptions can be found on the SAI website.

3. REGULATORY REFERENCES

International Standard SA 8000:2014, W- Clause 9.6 — Social Responsibility Requirements

4. AND DEFINITIONS

For the definitions used in this procedure, reference is made to III of the International Standard SA 8000:2014

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5. RESPONSIBILITY

This procedure and the supporting documents/records have been developed, checked and approved by the Manager of the Social Responsibility Management System RSG SA and by the Sole Director - AU/Senior Management Representative - RSM with the approval of the (SPT) Social Performance Team. These documents were also made known to RL SA 8000. The AU/RSM, which must define the policy, procedures and ensure a safe and healthy working environment for all staff by adopting effective preventive measures, which mitigate and eliminate the causes of the risks present and apply the OSH requirements envisaged by the standard , has the task of:

- take care of its operational implementation,
- ensure continuous updating following changes in the reference standard/nones or promoted by the organization

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conservation/archiving;

- communicate them effectively, make them available to pertinenti and to share them in a transparent manner with other interested parties (associations of category, customers, fomit01i, subcontractors and subfomit01i) staff all in languages on the degree of conformity of

- to have internal audits and periodic verification meetings carried out and on the results of the Performance Indicators with a view to continuous improvement the SG

6. OPERATIONAL METHODS

The organization has established and implemented this procedure based on the requirements established by the Standard, with a view to continuous improvement of the SG SA 8000and his social responsibility performance.

Therefore, it is also committed

- is confidential, impartial, non-retaliatory, accessible, available and communicated to all staff — freely andPRS and other interested parties - API, so that everyone can do so, without fear, comments, recommendations, reports or complaints concerning the workplace and/or specific Non-Conformities - NC to the SA8000:2014 Standard and/or to the policies and procedures of the company SG SA 8000 adopted
- investigate, manage and communicate the results of complaints, which must be made fully available to staff and upon specific request to other interested parties - APIs (customers, suppliers, etc.).

The organization has decided to communicate this procedure by posting it on the notice board and publishing it on the company website for its PRS staff and other API interested parties and/or by forwarding it via a specific information email.

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It is committed to ensuring that reports and complaints are truly confidential, with availability

- at its headquarters a special box (box) for hand delivery/reception of reports/complaints, even anonymously,

- of a specific institutional email complaints.cosmic@libero.it for the reception and collection of reports and complaints which can be forwarded directly to the direct superior or to the attention of the Senior Management Representative - RSM or of the SA RL, at the choice of the person submitting it, with a view to confidentiality and a constitutive exchange aimed at continuous improvement, to protect the submitter.

Once the report or complaint has been received, even anonymously, it is noted by the RdF or the RSM on the SG SA PO' RG 01 Form "Reports and complaints register". It must be immediately analysed/evaluated by the RdF and by the members of the SPT in its type, cause and managed, for its resolution in the short term (24/48 hours) with ad hoc measures, formally undertaken and verified in their effectiveness.

Where it is not possible to communicate directly with the interested party, the outcome of the investigation will be published on the company website.

Once managed and resolved, the results achieved are made public by the RSM by posting on the notice board and/or according to specific communication via e-mail, depending on the type and the personnel or other interested parties involved.

The organization solemnly undertakes not to apply disciplinary action, dismissal or discrimination to PRS personnel or other interested parties — APIs who have provided (valuable) information on whether or not they comply with the SA 8000 Standard, the organization's policies and procedures or who have made complaints relating to the workplace.

The organization believes it must thank all those who have correctly undertaken the path of assertive communication, in order to give ideas for making a true, correct continuous improvement in the application of the SA 8000 Standard through its SG SA.

The organization encourages all PRS workers and all other interested parties - API to provide useful elements for the growth of the company and its SG SA 8000, with a view to real, heartfelt Social Responsibility.

7. DOCUMENTS and RECORDS

SG SA PU REGISTRATION - RG n 01 "Reports and Complaints Register"

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