

		EXTERNAL REPORTING PROCEDURE				Card code PRS.02
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EXTERNAL STAKEHOLDERS REPORTING PROCEDURE

The social responsibility system implemented at Mori 2A s.r.l. provides the possibility for all interested parties outside the organisation to report problems or make suggestions for improvement with reference to the ethical system implemented.

In particular, you may contact or communicate the problem in the following way:

- Speak directly with a member of the Social Performance Team elected by the employees
- Place the report, even anonymously, in the special box located in each plant using the form provided or your own document
- Send an email to the company's Social Performance Team at the following email address: report@mori2a.com
- Write, also anonymously, to MORI2A s.r.l. - via Pieve 2, 25080 Nuvolento (BS)
- Contact directly the TUV Italia certification body in the person of Sara Brandimarti at the e-mail address tuv.ms@tuvsud.com or by postal service Via Giosuè Carducci, 125 edificio 23 - 20099 Sesto San Giovanni (MI) or by phone tel. +02 241301 1
- Contact SAAS Social Accountability Accreditation Services - 15 West 44th Street, 6th floor - New York - NY tel. +1-212-684-1515 fax +212 684 1515 mail: saas@saasaccreditation.org

Handling of the complaint / report / suggestion for improvement:

The report will be read by the Social Performance Team who will quickly seek a solution. Once identified, the SPT will contact the external stakeholder (if identified) and communicate the resolution.

In the case of anonymous reports and as an annual summary, the corrective actions taken as a result of reports are described in the Sustainability Report, which is then published on the company website. In addition, a document summarising the reports received and the corrective actions taken is periodically posted on the company notice boards. Any communication will be made in respect of privacy and confidentiality.

Evidence of reports and their management is provided by a password-protected report register kept by the SPT.

The suggestion/complaint boxes, as well as the mailing address, are viewed by at least one worker representative and one management representative for SA8000.