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LIST OF REVISIONS

DATE	*REV.*	*SUBJECT OF CHANGE*	*DRAFTED BY*	*CHECKED BY*	*APPROVED BY*
01.06.2019	0	New release	Quality Department	Management Ethics Representative	Management
14.04.2022	1	Revision	Integrated Systems Department	SPT	Management
06.05.2023	2	Revision of certification body and SAAS references.	Quality Department	Management Ethics Representative	Management
06.05.2024	3	Revision	Quality Department	Management Ethics Representative	Management
21.04.2026	4	Revision	Quality Department	Management Ethics Representative	Management

1. PURPOSE

The purpose of this document is to define the responsibilities, management methods, and communication flows that Zintek S.r.l intends to adopt when handling complaints/reports regarding the requirements of standard SA8000:2014.

2. SCOPE

These instructions apply to activities carried out directly by Zintek S.r.l. and those of its suppliers under the company's influence.

3. OPERATING PROCEDURES

3.1 MAKING ETHICS COMPLAINTS

Zintek S.r.l. has created a communication system for handling reports regarding the application of the standard SA8000:2014, to ensure all interested parties can contribute actively to improving the company's Social Responsibility Management System.

An ethics complaint is a tool provided under Zintek S.r.l.'s Social Responsibility Management System for all interested parties to disclose any failures relevant to the scope of the activities carried out.

Reports can be sent to the company by the following means:

- **Email: zintekSA8000@zintek.it**
- **Telephone: Zintek S.r.l., +39 041 290 1866**
- **Fax: Zintek S.r.l., +39 041 290 1834**
- **Regular post: Zintek Srl, via delle Industrie, 22 – 30175 Porto Marghera – Italy**

All reports, including those provided anonymously, will be recorded on a special computer system by the Quality Department (in line with the guidance set out in the Quality Management System) and provided to the Management's SA8000:2014 Representative, who will launch remedial or corrective/preventive action, where possible, and ensure this action is effective (see Figure 1).

Once the Management's SA8000:2014 Representative has started investigating the report/complaint, the Quality Department will communicate to the sender the estimated timeframe for resolving the issue.

If the report is received anonymously, it will be communicated as being under investigation via the "making ethics complaints" register, which can be accessed via the company server.

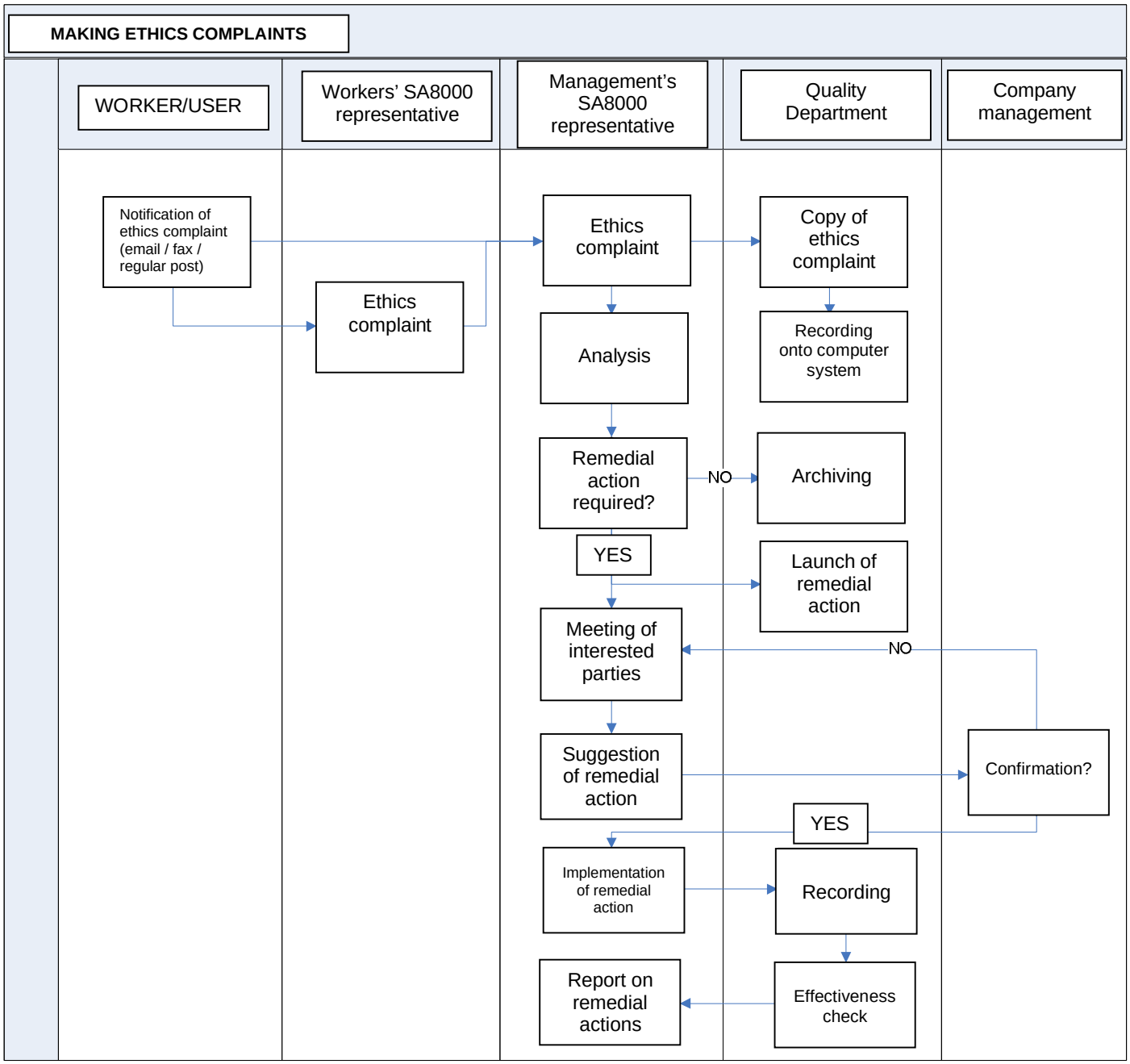
Notification that the report/complaint is under investigation will be made within 15 working days of it being received by the Quality Department.

The report/complaint will be handled by the Management's SA8000:2014 Representative following an internal procedure that aims to:

- check the relevance of the complaint;
- identify the underlying causes of the report/complaint;
- put in place the measures required to eliminate these underlying causes (e.g. corrective actions);
- provide updates on the case to the user, if their identity is known.

If the aforementioned tools prove insufficient, Social Responsibility reports can also be made to the certifying body SGS ICS Italia Srl **sa8000@sgs.com** or to SAAS (the international accreditation agency for certifying bodies): S.A.A.S., 220 East 23rd Street, Suite 605, New York. New York 10010, USA email: **saas@saasaccreditation.org**. All information will be handled in the strictest confidence.

Figure 1 – MAKING ETHICS COMPLAINTS FLOWCHART



4. ACRONYMS

- SAAS SOCIAL ACCOUNTABILITY ACCREDITATION SERVICES

5. RELEVANT DOCUMENTS

- INTEGRATED SYSTEMS HANDBOOK