

Purpose

This procedure aims to define the methods for managing complaints submitted by stakeholders (workers, collaborators, local and national authorities, trade associations, press bodies, media, customers, suppliers, etc.) regarding compliance with the requirements of the SA8000 reference standard by ATI Project Srl.

Scope of application

This procedure applies to all reports and/or complaints from any interested party regarding compliance with the requirements outlined in the SA 8000 standard.

Regulatory References

SA 8000:2014 Standard Requirement 9.6

Integrated Management System Manual

Terms and Definitions

MOD.063 Terms and Definitions

Process Description

→ Reports or Complaints from Employees and Collaborators

Employees can make reports and/or complaints regarding incidents of abuse, harassment, or illegality occurring in the workplace and in violation of the principles of social responsibility contained in the SA 8000 standard as follows:

- Via the online form: <https://forms.gle/izHnNWYWyRq1AkAo9> (either signed or anonymous);
- By email to spt@atiproject.com (either signed or anonymous);
- Through the Certification Body (OdC) at segnalazioni@sicert.net;
- Through the Accreditation Body for SA8000 (SAAS Social Accountability Accreditation Services) - 15 West 44th Street, 6th Floor - New York - NY 10036 communications@sa-intl.org, or by accessing the website www.sicert.net to fill out the reporting form.

→ **Reports or Complaints from Other Interested Parties**

- Reports and/or complaints can be submitted using the online form at <https://forms.gle/izHnNWYWyRqjAkAo9>, available on the company's website in the "About Us Certifications" section, or on plain paper, either signed or anonymous, and sent to the address: Via Picotti 12/14, 56124 Pisa, or by emailing spt@atiproject.com.
- Reports can also be submitted through the Certification Body (OdC) at segnalazioni@sicert.net, or through the Accreditation Body for SA8000 (SAAS Social Accountability Accreditation Services) - 15 West 44th Street, 6th Floor - New York, NY 10036 communications@sa-intl.org.

→ **Guarantee of Anonymity and Non-Discrimination**

Upon receiving the report and/or complaint, ATI Project Srl guarantees:

- The utmost confidentiality regarding the facts contained therein;
- The right to maintain anonymity;
- In the case of a non-anonymous report and/or complaint, or if it is possible to identify the person who submitted it, no form of discrimination will be applied against the sender.

→ **Management of the report and/or complaint**

ATI Project Srl is committed to managing all reports and/or complaints received, whether anonymous or not.

The complaint is handled by the Social Performance Team (SPT), which coordinates the resolution by activating the necessary corrective actions.

The SPT will verify the presence of reports and/or complaints in the designated mailbox on a monthly basis, for which they exclusively hold the key.

In cases where the report and/or complaint is not anonymous, ATI Project Srl encourages direct meetings and exchanges of assessments with the employee/collaborator who made the report in order to gain a complete understanding of the facts, thereby providing concrete support to the employee/collaborator who may be the recipient or witness of forms of abuse, harassment, or other misconduct or illegal activities, while always ensuring their anonymity and protection from other parties.

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ATI Project Srl always guarantees the completion of every effort and concrete action necessary to resolve the highlighted issue and to prevent similar situations from occurring.

The Certification Body and the Accreditation Body manage complaints through their own procedures.

→ **Response to the Complaint**

ATI Project Srl is committed to acknowledging receipt of the report and/or complaint within 5 working days of the Social Performance Team (SPT) becoming aware of it, either through individual notification or via a shared Google Form. This allows the interested party to verify that the company has taken charge of the issue and to understand the estimated time required for its resolution, depending on the subject matter.

ATI Project Srl also commits to providing the interested parties with a response regarding what has been decided and implemented for its resolution through methods determined by the SPT on a case-by-case basis, within 15 working days of their review.

→ **Records**

Each complaint received is recorded in the **SA 8000 COMPLAINT OR REPORT Log**, where the responsible person, the action taken, and the closure status are noted.

All recommendations, reports, complaints, and suggestions received and managed are collected and evaluated during the Management Review.