

Grievances Mechanism

Complying with duties of Human Rights and OECD declaration, Arezzo has chosen and now confirming the path of full transparency by publishing on its website a **complaint box (the box is active since 2020)** which is guarantee for anyone willing to intervene and brought to knowledge of the high management any **potential violations of the Code of Conduct and not only related to the Supply Chain.**

The very same Code of Conduct in its short format has been published for benefit of awareness and guidance to anybody willing to interact with our policies for any reason supposed to violate the Code and the practices of the good standing.

In our website there is the **complaint box**, it is enough to address and write the object of the complaint and the mail will be sent to the third party auditor's mail box in charge of collecting possible grievances of any sort, from supply chain to labor or occupational safety or whatever else concerned.

The auditor will revise in total independence the object of the grievance and will start its autonomous inquiry.

The anonymity is ensured by the indirect information received from the responsible third party according to a legit and shared whistleblower protection and brought to knowledge directly of the CEO once the investigation will have finalized the results or during the ascertainment of the cases.

The results as well as the record of the grievances with no respect for the final conclusions will be recorded and kept at least for a period of 5 years.

The person appointed for the task is a long experienced lawyer with high qualification and outstanding CH, leading the Legal and International Services office, Mr. Law.r Massimo Enzo Chiappa, e.m.chiappa@lcsbangkok.com, civil counselor and penal barrister ensuring the objectives of supporting our due diligence management system and monitoring the overall implant of the legalities. In short this is the mechanism adopted once any claim will be received:

- Approach the complainant if available
- Get an accurate report of the complaint if possible
- Explain how we act in order to get a full picture of the possible violations
- Explain the rules potentially violated
- Find out how the complainant would like to resolve the issues
- Assess the eligibility of the complaint and address the communication to the C&SR and CEO
- In case of violations committed far away from our possibility of action we may redirect to any institution fitting per local competence and role.
- Once the case will have been examined decide the course of action in prosecuting or dismissing
- Advise the complainant of the decision taken by the CEO and act accordingly
- Keep records of the complaints received for at least 5 years