

	<p>Procedure Abstract "Claim Submitting"</p>	<p>Identification: <b>PS SA 4.2</b> Date: 23-04-25 Rev: 7 Page: 1 of 1</p>
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**TIBERINA GROUP**, in application of what is expressed in its Policy, does not use child labor and does not allow its suppliers to make use of such labor. Therefore, this procedure, in addition to the continuous verification of the non-inclusion of child workers within the company, is mainly aimed at verifying the situation regarding child labor at its suppliers. All personnel are trained on the contents of this procedure: the same is also disclosed to the identified Interested Parties.

Staff and Interested Parties may report (even anonymously) any problems (such as violations of their rights and/or conditions adverse to Social Responsibility, which have not been previously solved through discussion with Company representatives) and provide suggestions for improvement, in the following ways:

- Speaking directly with the **Plant Manager** (PLM) and/or with their own managers
- Speaking directly with the **Workers' Representative** for SA8000 (RLSA)
- By reports to be posted in the appropriate mailbox for forwarding claims (verified by the Workers' Representative for SA8000, who holds the keys, in the presence of the PLM or another person in charge. In Tiberina Solutions the box is verified by the RLSA in the presence of HR).
- By reports to be send to:
  - TIBERINA SOLUTIONS, Zona Ind.le Madonna del Moro, 06019 Umbertide (PG) – e.mail [tiberina@tiberina.com](mailto:tiberina@tiberina.com) – tool for anonymous reporting so-called Whistleblowing (ex d. lgs n. 24/2023) [https://yourvoiceup.com/Tiberina\\_Solutions/segnala](https://yourvoiceup.com/Tiberina_Solutions/segnala)
  - C.I.S.E. (Certification Body), Corso della Repubblica 5, 47100 Forlì - e.mail: [info@lavoroetico.org](mailto:info@lavoroetico.org) (in such case, for information purpose, it would be appropriate to insert the report also in the company mailbox, so that the problem can also be known in the company and managed);
  - SAAS (Accreditation Body), 220 East 23rd Street, Suite 605, New York, New York 10010, USA - e.mail: [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org) ; fax: +212-684-1515

Those that becomes aware of the complaint is required to communicate it immediately to the PLM and RLSA.

All reports (regardless of their SA8000 congruence) are transmitted via scanning from the secretariats (or other function, if not present) to HR team (which is responsible for archiving them) for the start of the analysis process with the involvement of the relevant functions and for any management, if deemed appropriate and consistent with the Social Responsibility requirements and with the Company Procedures.

Reports are verified within the time limits imposed by the seriousness of the case: immediately in the case of serious reports (e.g. abuse, situations prejudicial to health and safety, etc.), the others according to the time limits compatible with the organizational, plant and GROUP needs.

Workers are provided with information on the outcome of the reports made in the manner deemed most appropriate. All workers are trained on the methods of election/designation of the RLSA and on the methods that can be used to forward reports.

Management does not allow at any level, behaviours, gestures, language, or physical contact, that are discriminatory, harmful to human dignity or threatening.

Furthermore, in the Company it is not permitted to interfere in the sphere of personal freedoms in following religious, political, thought, sexual orientation principles, etc.