

### Anomalies and Claims' reporting procedure SA8000 (Social Responsibility)

With this letter we would like to illustrate to all personnel the method of reporting any problems in the SA 8000 area.

Eurosirel S.p.A. in order to ensure that all interested parties can actively contribute to the improvement of the Social Responsibility Management System, has set up a communication system for the management of reports concerning the application of the SA 8000 standard.

The ethical complaint is a tool made available to interested parties in the Eurosirel S.p.A. to report any malfunctions detected relating to the sphere of activities performed.

The reports can be forwarded to the SA8000 Employee Representative, who will report it to the SA8000 Management Representative, or they can be reported directly to the SA8000 Representative for the Management.

They can be sent as follows:

Mail By e-mail to the address of the SA8000 Representative for Workers ([alessio.patea@eurosirel.it](mailto:alessio.patea@eurosirel.it)) or of the SA8000 Representative for Management ([maddalena.lenti@eurosirel.it](mailto:maddalena.lenti@eurosirel.it))

By post at the address: Viale Europa 30, Cusago (MI)  
Reporting box.

Upon receipt of the report, the SA8000 Representative for the Management and the Worker Representative for the SA 8000 take charge of it, involving any interested functions to verify their correctness.

If the same is present, they identify appropriate corrective or preventive actions in collaboration with the interested parties, filling in the specific form "Reporting an anomaly within SA 8000".

Once the correct closure of the report / complaint has been verified, the SA8000 Representative for Workers must reply to the resolution to the requesting worker.

Eurosirel S.p.A. guarantees that no disciplinary measures, dismissals or discrimination will be taken against the worker who provided information regarding compliance with this standard.

Furthermore, if the aforementioned instruments are not sufficient, there is the possibility of submitting the reports concerning the Social Responsibility also:

or at the Bureau Veritas Certification Body, by writing an e-mail to [csr@it.bureauveritas.com](mailto:csr@it.bureauveritas.com) or by sending a letter to the address: Bureau Veritas, Viale Monza, 347 - 20126 Milano (MI).

Or at SAAS (Social Accountability Accreditation Services): S.A.A.S., 220 East 23rd Street, Suite 605, New York, New York 10010, USA, email: [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org) , fax: +212-684-1515.