

REVISIONE	CODICE
REV. 0.1 del 12.02.2024	PRO_002

COMPLAINT MECHANISM

Re Sole S.R.L. has established this complaint procedure to collect issues regarding circumstances in the supply chain that affect gold and/or platinum metals from conflict areas, and any other complaints from suppliers, customers, collaborators and employees.

Paolo Passuello is responsible for the application and review of this procedure.

Interested parties can communicate concerns via email or telephone to:

Paolo Passuello
+39 0444 545454
ethics@resole.biz

Upon receipt of a complaint we intend to intervene to:

- obtain an accurate statement of the complaint;
- explain our complaints handling procedure;
- determine how the complainant would like the complaint to be handled;
- decide who internally is able to handle the complaint, or assist in the forwarding of the complaint to another entity, for example the relevant supplier, or an institution, for example a relevant sectoral organisation;
- if the issues can be managed internally, obtain further information, if possible and appropriate;
- identify any interventions we may have made, or monitor the situation;
- communicate any decisions or outcomes to the complainant;
- keep the documentation of the complaints received and the resulting internal proceedings for at least five years.

The results of the activity relating to the reporting mechanism are reported annually in the sustainability report.

Effective date:

12/02/2024

Signed/approved:

