



COMPLAINT MANAGEMENT PROCEDURE

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ISSUE by RSG		VERIFIED AND APPROVED BY CEO	
Name:	Signature	Name:	Signature

1. PURPOSE

The purpose of this document is to define the responsibilities, management methods and communication flows that the Company intends to adopt for the management of complaints/reports relating to the requirements expressed in the SA8000:2014 standard.

2. SCOPE

This instruction applies to the activities carried out directly by the Company and to all internal and external stakeholders connected to it, over whom the Company may exercise influence.

3. OPERATING METHODS

3.1. Ethical complaints reporting

The company, in order to ensure that all stakeholders can actively contribute to the improvement of the Social Responsibility Management System, has established a communication system for managing reports concerning the application of the SA8000:2014 standard.

The ethical complaint is a tool made available to stakeholders of the company's Social Responsibility System to report any dysfunctions related to the activities carried out.

A dedicated SA8000 mailbox is also available for receiving reports and is installed at the company premises. Workers and stakeholders may submit reports and/or complaints relating to events or situations involving abuse, offence or illegality occurring in the workplace and in contrast with the social responsibility principles contained in the SA8000 standard as follows:

- - through the SA8000 Workers' Representative, by submitting the report and/or complaint verbally (the person has the right to request anonymity);
- - through members of the SPT, by submitting the report and/or complaint verbally (the person has the right to request anonymity);
- in writing, using a paper document and placing it in the appropriate 'SA8000 Reports and/or Complaints Box' located in the anteroom of the operational headquarters;
- by mail, sending the complaint to: PreBiomics S.r.l. Via della Cooperazione 53, 38123 – Trento (TN) (for the attention of the SA8000 Workers' Representative Nelli Groff);
- via specific email account: segnalazioniSA8000@prebiomics.com;
- through the SA8000 Certification Body: SGS ICS Italia S.r.l. - Via Caldera, 21 - 20153 Milan (Certification Body) email: sa8000@sgs.com - Fax: +39 051 6389926;
- through the SA8000 Accreditation Body SAI: SAAS NYC Headquarters 9 East 37th Street; 10th Floor New York, NY 10016 United States of America; Phone: 212-684-1414 - Fax: 212-684-1515 - Email: saas@saasaccreditation.org.

The organization undertakes to manage all reports and/or complaints received, whether anonymous or not. The SPT checks weekly for the presence of reports and/or complaints in the dedicated box and in the email account.

Upon receipt of the report, sent according to the methods indicated above, the following steps are carried out:

- evidence of receipt of the report and/or complaint is provided, via email (if known) or by publication on the notice board or on the website, within 5 working days from the moment the SPT becomes aware of it, allowing the interested party to verify that the organization has taken charge of it;
- the content is examined by the SPT in order to evaluate how it should be managed;
- within one week of taking charge of the report, if it is assessed that there is no violation of SA8000

requirements, the report is archived and stakeholders are informed through publication on the notice board or the website. Reports containing offensive content or content harmful to the dignity of individuals will not be considered;

- if the content of the report is considered relevant to the requirements of the SA8000 standard, it will be managed by the SPT, which coordinates its resolution by activating the necessary corrective actions. In cases where the report and/or complaint has not been submitted anonymously, the organization promotes a direct meeting and exchange of views with the worker/stakeholder who submitted it, accompanied by the SA8000 Workers' Representative, in order to gain full knowledge of the facts and provide concrete support to the worker/stakeholder who may be the recipient or witness of abuse, offence or other forms of misconduct or illegality, always guaranteeing anonymity towards other subjects;
- within 15 working days from taking charge of the report, the organization also undertakes to provide the subjects involved with a response and a report of what has been decided and implemented to resolve the issue, via email (if known) or publication on the notice board or website.

All reports, even if anonymous, will be recorded in a dedicated electronic register by the SPT and submitted to the SA8000:2014 Management Representative in order to activate, where possible, corrective or preventive actions and verify their effectiveness.

4. RESPONSIBILITIES

The responsibilities related to complaint management are assigned to the Social Performance Team.

4.1 Archiving

Documentation relating to reports is archived by the SPT in dedicated files with restricted access exclusively to its members.

5. ATTACHMENTS

- FORM – Non-conformity and Corrective Action Report
- Register of Reports and Complaints (attached to the management review if external or attached to the system audit if internal).