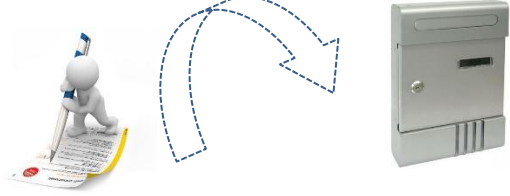
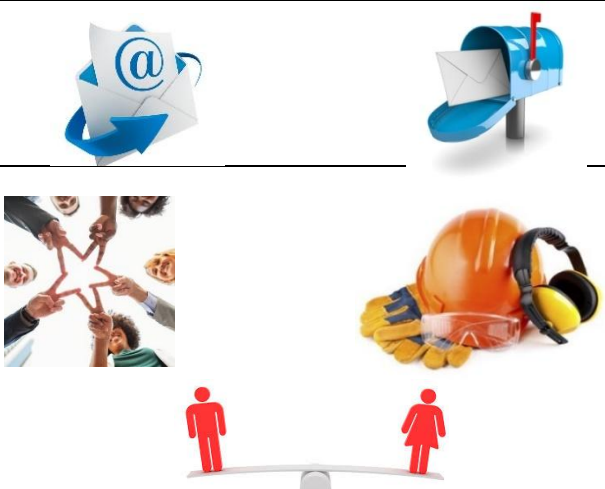
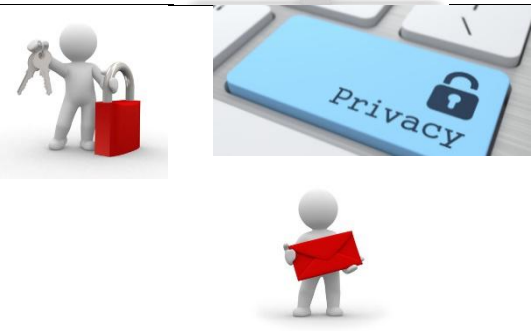
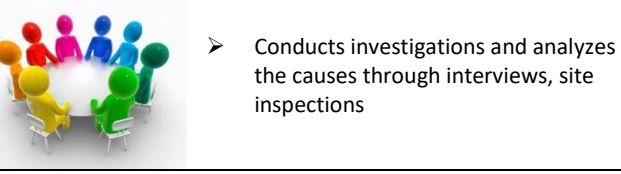



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| <b>La Tavola s.r.l.</b> | <b>Guidelines for SA8000<br/>Management System</b> | Instruction for Claims<br>Management<br>REV.00<br>07.07.2025 |
|                         |  | page 1 of 2  |

## CLAIMS MANAGEMENT

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| <p style="text-align: center;">WHO, HOW AND WHEN</p> <p><b>Any internal Stakeholder</b> can, at any time, communicate <b>anonymously or non-anonymously</b>, to the employer and the Social Performance Team <b>through the following methods:</b></p> <ul style="list-style-type: none"> <li>- REPORTING BOXES</li> <li>- Through E-MAIL at the following address <a href="mailto:sa8000@la-tavola.it">sa8000@la-tavola.it</a></li> <li>- Through TRADITIONAL MAIL, to the attention of the Social Performance Team at the following address: Corso Giuseppe Rigola, 107 - 13100 Vercelli (VC) - Italy</li> <li>- The Report Forms are available near the Reporting Boxes (or eventually on the company's website upon request to the RLSA8000)</li> </ul> |    |
| <p style="text-align: center;">OBJECT</p> <ul style="list-style-type: none"> <li>• Reporting of <b>dangerous situations</b> in the company regarding workers' safety <ul style="list-style-type: none"> <li>• Advices and/or <b>suggestions for improvement</b></li> <li>• <b>Reporting of criticism</b> in the field of Corporate Social Responsibility (discriminations, retribution, working schedule, Freedom of association, ...)</li> </ul> </li> </ul>   |   |
| <p style="text-align: center;">PRIVACY AND TRASPARENCY</p> <p>The boxes are locked and the key is kept by the <b>Workers' Representative for the SA8000 (RLSA8000)</b>. The opening and the verification of the boxes' content is made by the RLSA8000 accompanied by the Management Representative (RDA), frequently every <b>15 days</b>.</p> <p>The reports received through the use of the dedicated email are addressed directly to the RLSA8000 and RDA; the mailbox is checked frequently every <b>15 days</b>.</p>  |    |
| <p style="text-align: center;">ANALYSIS REPORT</p> <p>All the reports are analysed by the Social Performance Team Council.</p>  |  <p>➤ Conducts investigations and analyzes the causes through interviews, site inspections</p> |
| <p style="text-align: center;">RETURN TO STAKEHOLDERS</p> <p>If the received reports are in anonymous form, information is provided to all workers through the virtual board of the Zucchetti Management or a direct response by mail (in case of a Stakeholder outside of the organization); otherwise, the communication takes place directly to the interested party.</p> <p>The response times to the report and the actions taken, are set in a maximum of <b>30 days</b>.</p>   |    |

**Useful contacts:**

| <b>References</b>  | <b>Website</b>  | <b>Email</b>   |
|--|---|--|
| Manager of Management System<br>SA8000<br>La Tavola S.r.l. Warehouse:<br>Corso Giuseppe Rigola, 107<br>13100 Vercelli (VC) - Italy | <a href="https://www.la-tavola.it/en/contacts">https://www.la-tavola.it/en/contacts</a> | <a href="mailto:sa8000@la-tavola.it">sa8000@la-tavola.it</a>               |
| SAAS   | <a href="http://www.saasaccreditation.org">www.saasaccreditation.org</a>                | <a href="mailto:saas@saasaccreditation.org">saas@saasaccreditation.org</a> |
| RINA Services S.p.A.   | <a href="http://www.rina.org">www.rina.org</a>  | <a href="mailto:sa8000@rina.org">sa8000@rina.org</a>                       |