

To the stakeholders

Monteforte D'Alpone, 25 February 2021

Dear Sir or Madam,

The social responsibility system implemented at Cantine Riondo SpA makes it possible for all external stakeholders to report problems or give suggestions for improvement with regard to the ethical system implemented.

More specifically, any problems can be reported as follows, and should you wish to use it, the form for reporting can be found in the relevant section on the website:

- By sending written communication, which can also be anonymous should you prefer, to: The Social Performance Team SA8000 - Cantine Riondo Spa - Via Cappuccini, 6 - 37032 Monteforte d'Alpone (VR) – Italy
- By sending an email to: [quality@cantineriondo.com](mailto:quality@cantineriondo.com), addressed to Ms Silvia Manzoli, Head of the SA8000 Management System)
- By contacting the SA8000 certification body directly: CSQA Via San Gaetano 74, 36016 Thiene (VI), Italy tel + 39 0445 313011 - fax: +39 0445 313070 - email [csqa@csqa.it](mailto:csqa@csqa.it)
- By contacting the SA8000 accreditation body: SAAS Social Accountability Accreditation Services – 15 West 44th Street, 6th floor – New York – NY - tel +1-212-684-1515 – fax +212 684 1515 – email [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org)

### **Managing complaints / reports / suggestions for improvement**

Any reports will be read by the Social Performance Team, who will aim to quickly resolve the situation. The SPT will contact the external stakeholder (if named) and inform them of the solution once it has been determined.

In the event that a report has been made anonymously, and in any case for the purposes of providing an annual overview, the corrective actions taken following a report are described in the annual Social Responsibility Report which is then published on the company's website. All communication that takes place is kept private and confidential.

A password-protected register is kept by the SPT to log the reports and detail how they are dealt with.

Kind regards,

Cantine Riondo Spa

Silvia Manzoli

Head of the SA80000 Management System

*(Signed the Italian version)*

Cantine Riondo Spa

Gianfranco Gambesi

General Manager

*(Signed the Italian version)*