



COMPLAINTS MANAGEMENT

Croma Catene has defined the principles managing the commercial relationship and the supply chain within the company code of ethics.

All Interested Parties are required to comply with the principles enshrined within it.

All alleged and / or ascertained violations of the ethical code can and must be reported to info@cromacatene.it - legalmail@pec.cromacatene.it

The report can also be made anonymously, by sending written notice to the legal representative, to the address of the organization's registered office.

The complaint must be reported in case of events, situations, behaviors and / or attitudes held at our company and / or to our partners, by internal and / or external personnel, who harm, affect and / or involves one of the following aspects:

- Safety and health in the workplace;
- Environment, management of environmental aspects and impacts;
- Protection and safeguarding the products and the declarations accompanying it;
- Protection and safeguarding underage workers and child labor management;
- Forced or compulsory labor;
- Freedom of association and right to collective bargaining;
- Ethnic, religious, sexual, political discrimination;
- Corporal / vexatious / unfair disciplinary practices and procedures;
- Working hours;
- Salary;
- Management system;
- Freedom of expression;
- Coercion to duties / roles / tasks / working hours;
- Failure / partial application of the collective labour agreement.

To report the complaint it is necessary to indicate:

- description of the complaint
- possibly involved people
- certain or presumed causes
- every detail considered useful for the implementation of a prompt investigation and resolution of the same by the organization

Croma Catene is committed to the internal management of the complaint and to the communication of the resolution of the same, within 30 consecutive days.

In the event that such complaints or reports are not taken over by the company, the possibility is recognized for workers and other interested parties to communicate their complaints in writing directly to the supervisory body to the following address :

ETA Srl - Via Martiri di Civitella, 11 Arezzo – Italy - Email: odv@cromacatene.it