



Nuova Algis S.r.l.

COMPLAINT PROCEDURE

- 1 - Scope of Application and General Principles
- 2 - Procedure Manager
- 3 - Characteristics of the Complaints Manager
- 4 - Complaint Submission Methods
- 5 - Commitment to Non-Retaliation against Complaint Filers
- 6 - Complaint Evaluation
- 7 - Appeal
- 8 - Information to Employees and Publication on the Company's Website



1 - Scope of Application and General Principles The Complaint Management

Procedure stipulates that complaints, reports, or even simple suggestions concerning all areas related to Nuova Algis S.r.l. can be submitted, even anonymously, to the attention of the Compliance Manager.

2 - Procedure Manager

The Complaint or Compliance Manager is Ms. Floris Gabriella.

3 - Characteristics of the Complaints Manager

The compliance manager must be impartial, independent, and not bound by instructions.

4 - Complaint Submission Methods

- Via email: Email communications should be sent to adm@algisnet.it.
- Verbal communications: In the case of verbal (including telephone) reports, the aforementioned Compliance Manager must maintain the anonymity of the employee if requested.
- Written communications anonymously inserted in a designated container.

5 - Commitment to Non-Retaliation against Complaint Filers

Nuova Algis S.r.l. does not engage in any form of retaliation or discrimination against the author of an ethical-social complaint.

6 - Complaint Evaluation

- The Compliance Manager, in collaboration with Management, is responsible for evaluating complaints/reports and, if necessary, initiating appropriate actions for their resolution.



- Any actions taken by the company following the received reports/complaints will be communicated through meetings, circulars, and/or the dissemination of specific reports.
- The handling time for the received reports, regardless of the submission method, will be approximately 60 days from receipt.

7 - Appeal

If the company fails to fully manage or resolve a complaint, or if such resolution is deemed unfair, employees can appeal to the Managing Director.

8 - Information to Employees and Publication on the Company's Website

All employees are informed about the possibilities and methods of submitting a complaint, suggestion, or observation. The above-described information is available both on the company's notice board and on the Nuova Algis S.r.l. website.