



CORPORATE SOCIAL RESPONSIBILITY POLICY

in compliance with SA 8000

Our Management has decided to implement a Social Responsibility Management System in compliance with SA8000:2014 and has drawn up a Corporate Social Responsibility Policy which takes into account the needs of customers, workers and all stakeholders.

Our Company is committed to:

- Improve the quality of life in line with the concepts of sustainable development and respect for the collectivity, as well as taking into account social, environmental and economic policies;
- Activate and maintain communication channels with all social partners of the company;
- Allow easy access to information about our products and services, the fairness and moral values of our offering;
- Measure the satisfaction of customers and assess their expectations.
- Constantly involve and motivate its staff while contributing to develop their professional skills through continuous training and awareness rising, thus moving towards the achievement of the company goals;
- Comply with national and international regulations on the protection of workers, the ILO conventions and the principles of social responsibility;
- Choose suppliers and subcontractors that ensure compliance with ethical principles;
- Safeguard the rights, health and safety of workers;
- Further pursuit social responsibility through the continuous improvement of the working conditions of its employees.

Our Company will adopt all measures at its disposal so that the present policy is actively applied and experienced, as a testimony of the Management's commitment to all interested parties.

The Management commits to pursue a policy that places both its internal and external stakeholders at the core of the Company activities.

The goals set by our Company are:

- The improvement of the corporate image and reputation on the market;
- The satisfaction of interested parties;
- Respect for the commitments made;
- Pay attention to the communication with interested parties.

The achievement of these goals is constantly monitored through the measurement of the satisfaction of the interested parties and the analysis of complaints.

The Management refrains from taking disciplinary measures, firing or discriminating against any employee who files complaints or provides information regarding issues and non-compliance with the SA8000 Management System.

The Management respects the freedom of association and the right to collective bargaining. Any employee is free to join any union without negative consequences or repercussions.

The Management does not support nor resort to trafficking of human beings and commits not to encourage the use of child or forced labour.

Any reports can be forwarded to the company through the following communication channels:

By letter/registered mail to:

Lavoro Società Cooperativa Sociale

Località Copera, 1 - 38079 Borgo Lares (TN), frazione Zuclo



Phone: +39 0465-326420

E-Mail: spt@cooplavoro.net

Additionally, if complaints are not addressed by the company within 30 days from the date of communication, it is possible to escalate the report directly to the Certification Body or international organizations SAI and SAAS at the following addresses:

- Certification Body Sicert Sagl E-mail: reclamisa8000@sicert.net
- SAI - Social Accountability International E-mail: Sa8000@sa-int.org 9 East 37th Street, 10th Floor, New York, NY 10016, USA Phone: +1 (212) 684-1414
- SAAS - Social Accountability Accreditation Services E-mail: saas@saasaccreditation.org 220 East 23rd Street, Suite 605, New York, NY 10010, USA Fax: +1 (212) 684-1515

Trento, 06.03.2025

The Management _____