

Dear Sirs,

the implemented social responsibility system VICENZA PRECIOUS METALS provides for the possibility for all stakeholders to report problems or make suggestions for improvement with reference to the implemented ethical system. In particular, for any problem you can contact or communicate the problem in the following way:

Write to the RJC team mail address, Via Vecchia Ferriera 70 – VICENZA (VI)

Write to the email [address.vicenza.precious.metals@gmail.com](mailto:address.vicenza.precious.metals@gmail.com)

Management of the complaint / report / suggestion for improvement:

The report is first read by a member of the RJC team, who convenes the RJC team, a group composed in a balanced way of representatives of workers and representatives of management, to identify possible solutions. Once the resolution / corrective action has been adopted, it is the team's task to summarize the actions undertaken within the Social Report, a document that is issued once a year and posted on the website.

Therefore, as evidence of the correct functioning of the ethical system, all the activities carried out in response to reports / suggestions / suggestions for improvement that may derive from the interested parties (internal and external) are summarized in the Social / Sustainability Report.