
Stakeholder Consultation and Engagement Policy

Stakeholder Consultation and Engagement Policy consistent with the VSME Standard and aligned with the social and governance topics referenced in Basic Module B2 (Sustainability Practices and Policies), as well as in the sections dedicated to Workers, Workers in the Value Chain, Affected Communities, and Consumers/Customers.

1. Purpose

Erreesse S.r.l. recognizes that ongoing dialogue with stakeholders is an essential tool for identifying, assessing, and managing the environmental, social, and governance (ESG) impacts arising from its activities.

This Policy defines the principles, responsibilities, and operational methods through which the Company consults and engages relevant stakeholders to support the continuous improvement of its sustainability performance and the preparation of sustainability reporting in accordance with the VSME framework.

2. Scope

This Policy applies to the following stakeholders:

- Internal Stakeholders
- Employees
- Contractors and collaborators
- Management
- External Stakeholders
- Suppliers and value chain workers
- Customers
- Local communities
- Public bodies and competent authorities
- Certification bodies
- Banks and financial institutions
- Consultants and business partners

These categories are consistent with the stakeholder groups identified by the VSME Standard:

- Own Workforce
- Workers in the Value Chain
- Affected Communities
- Consumers and End Users
- Business Conduct

3. Principles

Erreesse S.r.l. conducts stakeholder engagement activities in accordance with the following principles:

- Transparency
- Fairness and integrity
- Inclusiveness
- Non-discrimination
- Confidentiality
- Active participation
- Continuous improvement
- Sharing of relevant information

Consultation activities shall support the identification of sustainability-related impacts, risks, and opportunities affecting the Company and its stakeholders.

4. Objectives

Stakeholder consultation activities pursue the following objectives:

- Understanding stakeholder expectations;
 - Identifying actual and potential ESG impacts;
 - Supporting the definition of corporate priorities;
 - Collecting suggestions for improvement;
 - Enhancing risk management processes;
 - Improving product and service quality;
 - Contributing to the definition of sustainability objectives and targets.
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5. Consultation Methods

5.1 Own Workforce

Employees may be consulted through:

- Periodic meetings;
- Individual interviews;
- Meetings with Workers' Safety Representatives (RLS);
- Employee satisfaction surveys;
- Training activities;
- Reporting and grievance mechanisms;
- Internal audits.

Frequency: at least annually.

Topics Covered

- Occupational health and safety;
- Training and professional development;
- Workplace wellbeing;
- Equal treatment and opportunities;
- Career development;
- Working conditions.

These topics are consistent with the "Own Workforce" matters identified by the VSME Standard.

5.2 Suppliers and Workers in the Value Chain

Suppliers may be engaged through:

- Supplier qualification audits;
- ESG questionnaires;
- Periodic performance reviews;
- Technical meetings;
- Supplier performance evaluations.

Frequency: annually or during supplier qualification processes.

Topics Covered

- Health and safety;
- Respect for workers' rights;
- Regulatory compliance;
- Product and service quality;
- Environmental management;
- Business ethics and integrity.

These topics are aligned with "Workers in the Value Chain" and "Business Conduct" requirements.

5.3 Affected Communities

Dialogue with local communities may be conducted through:

- Management of complaints and notifications;
- Meetings with local authorities and community representatives;
- Participation in local initiatives and events;
- Institutional communications.

Frequency: as required.

Topics Covered

- Environmental impacts;
- Traffic and noise;
- Health and safety;
- Local employment opportunities;
- Community relations.

These activities are consistent with the concept of "Affected Communities" under the VSME Standard.

5.4 Customers and End Users

Customer engagement is carried out through:

- Customer satisfaction surveys;
- Complaint management processes;
- Customer audits;
- Technical visits and meetings;
- Commercial reviews and discussions.

Frequency: ongoing.

Topics Covered

- Product quality;
- Product safety;
- Compliance with contractual requirements;
- Supply chain sustainability;
- Product innovation and continuous improvement.

These activities are consistent with the "Consumers and End Users" stakeholder category.

6. Reporting and Grievance Mechanism

Erreesse S.r.l. provides communication channels through which stakeholders may submit:

- Observations and comments;
- Suggestions for improvement;
- Complaints;
- Reports of non-compliant behavior;
- Potential human rights violations;
- Environmental concerns;
- Health and safety concerns.

All reports and grievances shall be handled confidentially, impartially, and without retaliation.

The Company recognizes the importance of effective grievance mechanisms as a key element of social responsibility and human rights management.

7. Analysis of Results

Feedback received from stakeholders is:

- Recorded and documented;
- Reviewed by Management;
- Assessed in terms of risks and opportunities;
- Used to define corrective and improvement actions;
- Considered in the assessment of ESG priorities and sustainability objectives.

8. Responsibilities

General Management

- Approval of the Policy;
- Oversight of implementation and monitoring.
- ESG/VSME Coordinator
- Coordination of stakeholder consultation activities;
- Collection and consolidation of sustainability-related information.

Department Managers

- Collection and management of stakeholder feedback within their respective functions.
- Human Resources
- Engagement of employees and workforce-related consultation activities.

Purchasing Department

- Engagement of suppliers and value chain stakeholders.
- Sales and Commercial Department
- Engagement of customers and end users.

9. Monitoring

Management shall annually review, as part of the management review process:

- Number of consultation activities performed;
- Stakeholder groups involved;
- Reports and grievances received;
- Corrective and improvement actions implemented;
- Effectiveness of stakeholder engagement activities.

10. Review

This Policy shall be reviewed at least annually or whenever significant changes occur, including:

- Legislative or regulatory changes;
 - Updates to the VSME Standard;
 - Significant organizational changes;
 - Emerging stakeholder expectations and requirements.
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Grignasco, 01/09/2026

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