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English translation of the original Italian document

UNIFIED PROCEDURE FOR MANAGING REPORTS AND COMPLAINTS

B Corp requirements PSG3.1 - Grievance mechanism | PSG3.2 - Tracking and accountability

Code: PSG3.1-PSG3.2 **Version:** 1.0 (draft pending approval)
Approval date: 11 / 11 / 2026 **Status:** pending approval and publication

1. Purpose and scope

This procedure governs the receipt, admissibility assessment, evaluation, handling, facilitation of resolution, recording and closure of reports and complaints submitted by stakeholders of Dora Bruschi 1934 S.r.l. Società Benefit.

It may be used by employees and other workers, customers and consumers, suppliers and business partners, shareholders/investors, local communities and other parties affected by the Company's activities. It covers matters relating to products, services, business relationships and social, environmental, ethical and governance impacts. Routine commercial complaints follow the existing operational channels; where relevant to this procedure, they are also entered in the corresponding Register.

2. Submission channels and admissibility criteria - PSG3.1

Reports may be submitted using the form in the Contact section of www.dorabruschi.com, accessible in the languages available on the website, by company email, or through direct communication with the relevant company functions or Management. Commercial complaints received through payment platforms, including PayPal, may also be handled through their respective systems.

A report is admissible if it concerns the Company's activities, products, stakeholder relationships or impacts and contains sufficient information for an assessment. Communications that are clearly unrelated, abusive or lack the minimum necessary information are excluded. Clarification or supporting documents are requested where appropriate; if a report is inadmissible, the reasoned decision is communicated to the reporting party wherever possible.

3. Handling process and timeframes - PSG3.1

Customer Service records the report and coordinates its operational handling through the following stages: (1) receipt and recording; (2) acknowledgement of receipt and initial admissibility check within 5 working days; (3) investigation and information gathering, normally within 20 working days; (4) identification and, where appropriate, implementation of a solution or corrective actions, with a target of closure within 30 days; (5) communication of the outcome and recording of closure.

For complex cases requiring additional time, the reporting party is informed of the case status and the reasons for the extension, where contact is possible.

4. Facilitating resolution - PSG3.1.2(c)

During the investigation, Customer Service, supported by Management where necessary, gathers information from the parties involved and facilitates constructive dialogue with the reporting party, respecting confidentiality and impartiality.

The Company considers possible solutions and, where appropriate, proposes remedial measures or corrective actions, seeking to agree on their implementation with the reporting party. Proposals, any actions implemented and their outcomes are documented in the Reports and Complaints Register. If no agreed solution is reached, Management assesses the case and communicates, wherever possible, a reasoned decision and any options for review.

5. Roles and responsibilities - PSG3.2

Customer Service is responsible for receiving and recording reports, updating the Register, monitoring deadlines and communicating with the reporting party; it involves the relevant functions in the investigation and operational actions.

Company Management oversees handling, intervenes in complex or significant cases and, where necessary, approves corrective measures and closure decisions. The highest governing body retains overall accountability for the effectiveness of the mechanism and periodically receives information on reports, outcomes and issues identified.

6. Confidentiality, protection and communication - PSG3.1

Reports are handled confidentially and in compliance with applicable personal data protection legislation. Information is shared only with those whose involvement is necessary for handling the case. Dora Bruschi prohibits retaliation, penalties or unfavourable treatment against anyone who reports in good faith.

For each accepted complaint, where contact details are available, a channel of communication is maintained with the reporting party, providing updates at key stages and communicating the outcome and closure, within the limits of the information that may be shared.

7. Recording, monitoring and review - PSG3.2

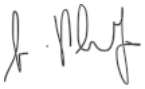
Every relevant report is entered in the PSG3.2 Reports and Complaints Register, an internal operational document separate from this procedure. The Register includes at least: identifier, date received, stakeholder category, subject and brief description, admissibility assessment, assigned person responsible, actions and solutions proposed or undertaken, status, response date, outcome and closure date. If no reports are received during the period, this is documented in the Register.

Management periodically reviews the Register to check the status of cases, any recurring issues and improvement actions; the highest governing body receives a periodic summary. This procedure is reviewed at least annually and whenever significant changes are made to the process or responsibilities.

Approval

Approved on: 11 11 2026

For the Governing Body of Dora Bruschi 1934 S.r.l. Società Benefit

Mario Salvatori  Arcangelo D'Onofrio 

Document control note: upon approval and publication, this procedure replaces the previous separate PSG3.1 and PSG3.2 procedures; the PSG3.2 Register remains in use as operational evidence.