

Stakeholder Complaint Management Procedure

1. Purpose

This procedure enables all stakeholders to submit complaints, observations or reports concerning conduct considered inconsistent with the company's values, commitments or policies, ensuring a fair, confidential and solution-oriented process.

2. Who may submit a complaint

All stakeholders may submit a complaint, including customers, employees and collaborators, suppliers, business partners, local communities, authorities and organizations, and any other party interacting with the company.

3. Subject of the complaint

Only facts, conduct, or situations attributable to the Company's activities or its value chain that may cause, or have caused, adverse impacts on stakeholders (people, communities, or the environment) may be reported through this procedure.

In particular, complaints may relate to, by way of example:

- adverse environmental impacts, such as pollution, improper waste management, or the unsustainable use of natural resources;
- social impacts affecting workers, local communities, or suppliers, including inadequate working conditions or unfair labour practices;
- corporate governance and business ethics issues, such as corruption, conflicts of interest, or breaches of the Company's Code of Ethics;
- actual, potential, or alleged human rights violations;
- conduct, processes, or activities carried out by the Company or its supply chain that may create risks or cause harm to stakeholders.

This channel is not intended for customer service requests, commercial enquiries, or complaints relating to individual products or services that are not connected with environmental, social, or governance (ESG) impacts.

4. How to submit

- Email: info@keyfuture.com or <https://keyfuture.com/reclami/>
- Include, where possible: complainant details (unless anonymous), description, date/place, supporting documents..

5. Confidentiality

Complaints are handled confidentially. No retaliation against good-faith complainants.

6. Complaint handling

1. Receipt;
- 2- acknowledgement within 5 working days;
- 3- assessment;
- 4- investigation and corrective actions;
- 5- response within 30 working days unless more time is required.

7. Corrective actions

Where justified, corrective actions are implemented and monitored

8. Record retention

Complaints are retained in accordance with data protection laws and company procedures

9. Continuous improvement

The information collected through complaints is periodically reviewed to identify opportunities for improving the Company's processes, products, services, and relationships with stakeholders.

The Company encourages all stakeholders to submit complaints and reports in a constructive manner, thereby contributing to the continuous improvement of its activities and to the achievement of its social, environmental, and good governance objectives.

Approvata da:

Amministratore KF S.r.l. Società Benefit