Mod 4.0 rev 01	**ETHICS AND SUSTAINABILITY REPORTS**

Dear Sirs,

The social responsibility system implemented by CITYSAN SRL allows all stakeholders to report issues or provide suggestions for improvement regarding the ethical system in place. In particular, for any concerns, it is possible to contact or report the issue in the following ways:

Write to the Sustainability Team at:
Via Verona 11 – 36020 Pove del Grappa (VI), Italy
Send an email to: citysan@citysan.it

Complaint / Report / Suggestion / Management:

The report is initially read by a member of the sustainability team, who then convenes the team—a group made up of both employee and management representatives in a balanced manner—to identify possible solutions. Once a resolution or corrective action has been adopted, it is the team's responsibility to summarize the actions taken in the Sustainability Report, a document issued annually and published on the company's website.
Therefore, as evidence of the proper functioning of the ethical system, all activities carried out in response to reports, suggestions, or improvement ideas from interested parties (both internal and external) are summarized within the Sustainability Report.

