

REGULATION

for the granting and subsequent maintenance of the enrolment in the

REGISTER OF QUALIFIED ORGANISATIONS

in relation to the process of audit of the

SUSTAINABLE LOGISTICS PROTOCOL

Edition May 2020

1. DESCRIPTION OF SOS-LOGistica

1.1 SOS-LOGistica (Association for Sustainable Logistics), hereinafter in the text called SOS-LOG, was incorporated in March 2005, with offices in Milan and Genoa, with the objective of providing a platform for and giving visibility to a highly topical international issue.

The association's objective, as per its by-laws, is to disseminate, in all offices and vis-à-vis all operators in the economic system, including authorities, institutions and individual citizens, the concept and practices of Sustainable Logistics. In addition, the Association aims to facilitate the creation and development of cooperative networks between private and public organisational units, centres of competence, institutions, professionals, managers, entrepreneurs, students and citizens in general who are interested in sustainability as a value and as a instrument. The shared goal of SOS-LOG's partners is the creation of a sustainable Supply Chain which incorporates, that is, also environmental, social and economic compatibilities and addresses the problems of mobility of goods and people, for a more complete and effective chain of value.

1.2 The partners are national companies, multinationals, start-ups, logistics experts, IT technicians, university professors, innovation and environment technicians, entrepreneurs and students, whose list is constantly updated in the appropriate section of the site www.sos-logistica.org.

1.3 All partners (organisations/companies and individuals) adhere to SOS-LOG by signing the association's code of ethics.

2. SUSTAINABLE LOGISTICS

2.1 Sustainable Logistics means logistics which aim to offer the service and economic conditions required by the market, by seeking out, at the same time, all the most appropriate solutions from an environment and social impact perspective, connected with the procurement, production, transport, final consignment and recycling/disposal of products and goods. Sustainable Logistics (also known as green logistics) aims, definitively, to promote a more efficient supply chain and, at the same time, more respectful of the quality of life in the present and for future generations. This is based on the deeply-held belief that, in the majority of cases "polluting costs" and the search for the most cost-effective solution for supply chain processes does not, by any means, conflict with the search for the most appropriate solutions from an environmental and social perspective. The challenges of sustainable logistics do not only concern goods, but also individual mobility processes.

3. SCOPE AND FIELD OF APPLICATION

- 3.1** This Regulation defines the relations between SOS-LOG and the Organisations that intend to obtain the approval and subsequent maintenance of the registration in the Register of Qualified Organisations, hereinafter in the text known as the Register, in relation to the process of audit of a framework called the Sustainable Logistics Protocol, hereinafter in the text called the Protocol.
- 3.2** An appropriate Control Committee, established within SOS-LOG, monitors the application of this Regulation. This Committee is composed of a minimum of 5 members and a maximum of 10 members, appointed by the Governing Council of the Association and officially published on the site www.sos-logistica.org.
- 3.3** The enrolment of Organisations in the Register is the responsibility of SOS-LOG, based on the judgment contained in the final report prepared by the Certification Body qualified by SOS-LOG (hereinafter OdC), on the basis of the process of third-party audit of the Protocol and the attribution of a maturity rating.
- 3.4** The Protocol is a proprietary framework of SOS-LOG which highlights a given number of challenges of Sustainable Logistics, explained through specific requirements. Requirements on which the Organisations can objectively evaluate and measure their degree of maturity through an appropriately qualified independent Certification Body.
- 3.5** Enrolment on the register authorises the organisations to use the “Sustainable Logistics” trademark according to the times and methods reported in the appropriate usage regulation.

4. DEFINITIONS

The definitions included in the Protocol and the following terms used in the text generally apply.

- 4.1 Audit opinion:** opinion contained in the “Audit Report” issued by the Certification Body in which it is stated that the Organisation operates by having objectively demonstrated a specific degree of maturity with respect to the applicable requirements (material) of the Sustainable Logistics Protocol.
- 4.2 Audit or inspection activity by independent third party:** visual check supported by registration of the evidence collected.

Note: the specific audit is a systematic, independent process documented in the Audit Report which is formalised by the Certification Body and which aims to establish the extent to which the Organisation has satisfied the requirements in the “Protocol”.

- 4.3 Improvement action:** action adopted by the Organisation to improve its degree of maturity with respect to one or more requirements of the Protocol.

4.4 Preventive action: action adopted by the Organisation to eliminate the possible cause of a potential worsening in the maturity rating with respect to one or more requirements of the Protocol.

4.5 Evaluation Group: personnel appointed by the Certification Body to carry out the audit or inspection.

4.6 Organisation: private or public legal entity, which has submitted an application for enrolment in the Register.

4.7 Site: Zone defined by the Organisation in which the activities subject to the audit process are carried out.

Note: multiple sites may be available for the performance of activities.

4.8 Certification Body (OdC): properly qualified third-party certification entity authorised by SOS-LOG to conduct the audits pursuant to the Sustainable Logistics Protocol.

4.9 Report: document drafted by the Certification Body following the process of audit of the Sustainable Logistics Protocol.

4.10 Materiality: collection of challenges and associated requirements of the Sustainable Logistics Protocol on which the Organisation is audited in terms of maturity.

4.11 Maturity: Score per individual requirement on a scale of -1 to 4 which measures the degree of maturity verified by the Certification Body through interviews and analysis of the document system which may include: accounting and non-accounting reports, Integrated Quality Management System, process and performance indicators, monitoring and improvement systems, registration documents, mapping of roles and responsibilities, documents and recognised national and international regulations.

4.12 Audit: Formal deed which reports the outcomes of the audit by the Certification Body qualified by SOS-LOG. This deed may be understood to be the report produced by the delegated functions of the Certification Body certifying the outcomes of the audit and the attribution of a rating by the Organisation regarding the requirements set forth in the protocol.

In order to be valid, the audit must be signed by the Audit Process Manager of the Certification Body and must make explicit reference to the conclusive report drafted by the Auditor in charge of the audit. The audit is therefore the essential element for insertion in the Register and the issue of the authorisation for use of the trademark.

5. GENERAL CONDITIONS

- 5.1** Enrolment in the Register provides for the performance of at least one audit per year pursuant to the protocol for a minimum period of 3 years in order to verify the degree of maturity of the Organisation in the field with respect to the challenges and requirements of the protocol itself.
- 5.2** The audit programme is managed directly by the Certification Body qualified by SOS-LOG and chosen by the organisation through the phases reported in the following table:

phases	Audit type
1st year	First registration audit and validation
2nd year	Maintenance audit
3rd year	Maintenance audit

For the 1st year, the process envisages:

- a. the audit of the section of defined requirements of Governance within the protocol (first registration audit) at the central offices, with a commitment in terms of man-hours by the Certification Body according to the following schedule:

SIZE Organisation	Number of full time equivalent staff employed by the Organisation	No. MAN-HOURS of the Certification Body
MICRO	< 10	0.5
SMALL	10 -50	1
JM	51-250	1.5
LARGE	>250	2

- b. the audit by the Certification Body for different sizes of organisation. The elements to be verified at this phase relate to the requirements of the section Environment, Social, Economy, System vision and protocol innovation. The minimum days are based on the size of the organisation and include the delivery of the final audit report.

Organisation SIZE	Number of full time equivalent staff	No. MAN-HOURS of the Certification Body
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	employed by the Organisation	
MICRO	< 10	1
SMALL	10 -50	1.5
MEDIUM	51-250	2-3
LARGE	>250	4-5

5.3 For each organisation equipped with multiple production or service provision sites, provision is made for the following sampling criterion per multi-site, by applying the rules of IAF MD1: 2018 or:

- a. The sampling applies solely to homogeneous sites. Homogeneous sites are those that carry out the same processes, with similar methods and procedures and with the same levels of risks (e.g. worker safety, environmental risks) with respect to the object of the management system.
- b. The number of sites to be inserted in the audit programme is therefore determined in this way:
 - always making provision for an first registration audit in the central or main office;
 - adding the number of sites obtained with the criterion of the square root rounded up to the nearest whole number for the first registration audit;
 - applying a factor of 0.6 rounded up to the nearest whole number for the maintenance audit;
 - applying a factor of 0.8 rounded up to the nearest whole number for each three-year renewal.
- c. For all other sites, evidence of the monitoring performed and the relevant indicators during the visit to the central office will be required.

5.4 The Organisation intending to obtain enrolment in the Register must present the appropriate application via e-mail to SOS-LOG (segreteria@sos-logistica.org) which will formally examine it through its technical committee.

5.5 Following confirmation via e-mail by SOS-LOG for the launch of the Protocol audit process, the organisation must select and forward the application to one of the Certification Bodies qualified by SOS-LOG for provision of the audit service. The Certification Body will proceed with:

- a. the formal examination of the documentation submitted in order to verify completeness and adequacy;
- b. analysis of the general information needed to formulate the offer for the audit process;
- c. sending the offer/quote to the Organisation.

5.6 Acceptance of the offer completes the contractual relationship between the Certification Body and the Organisation and also involves the acceptance of the provisions set forth in the Regulation and subsequent amendments.

5.6 bis The Certification Body sends the acceptance of the offer by the Organisation and the date set for the performance of the audit also to SOS-LOG. The registration of the Organisation is subject to the confirmation of the final rating by SOS-LOG based on the score obtained in the audit report prepared by the Certification Body.

5.7 The Certification Body appoints an Evaluation Group, also taking into account the specific experience and any incompatibility between the activity performed by each of the member Auditors of the Group and the needs of the Organisation, and communicates this to the Organisation along with the date set for the performance of the audit.

5.8 If there are justified reasons that do not concern the professionalism of the Evaluators, the Organisation can request in writing the replacement of one or more Evaluators, indicating the reasons for it.

5.9 A member of the Group acts as Coordinator of the Evaluation Group and communicates the audit plan to the Organisation and SOS-LOG via e-mail.

5.10 The Evaluation Group may be composed of just one person.

5.11 The Evaluation includes an in-depth audit of the document, of the evidence and of the processes of the Organisation in relation to the requirements of the Protocol.

The Organisation must ensure that:

- a) all documents, registrations and evidence are available during the audits;
- b) the Evaluators are assisted during the audit process.

5.12 - At the end of the audit, the Evaluation Group meets to re-examine the results and process the data collected.

5.13 - At the closing meeting and in the presence of the Management of the Organisation or the person responsible for the activities involved in the audit, the Evaluation Group outlines the evidence that came to light during the audit, specifying the strengths and necessary areas of improvement identified.

5.14 - At that point, the Organisation has the opportunity to dialogue with the Evaluation Group and clarify its position on what has been communicated.

5.15 - The Report prepared by the Coordinator and delivered to the Organisation reports the results of the audit, with the score relating to the requirements of the Sustainable Logistics Protocol.

5.16 - Subsequently, the Coordinator of the Evaluation Group sends all the documentation related to the audit to the Certification Body.

6 - ISSUING OF THE REPORT OF THE CERTIFICATION BODY

6.1 - On conclusion of the audit and inspection process, the Certification Body will send SOS-LOG a copy of the audit report (using the e-mail address segreteria@sos-logistica.org) which will show the score obtained with respect to the Protocol requirements.

6.2 - Based on the compliance judgment of the Certification Body, SOS-LOG, through its technical committee, will deliberate on the inclusion of the company in the Register and communicate this via e-mail.

6.3 - If a score is obtained that is less than 50% of the maximum possible on the basis of the material requirements of the Protocol, the Organisation can present the Certification Body with a programme for implementation of the necessary improvement actions and the associated time-scales for each of the requirements forming the object of the audit.

6.4 - In addition, the Organisation, in the phase of the follow-up audit, must demonstrate that the improvement actions have all been implemented and verified by said entity or that there is a precise, programmed and planned commitment to reach these objectives in a given period of time.

6.5 - The Certification Body can request the transmission of documentation in support of the management of the improvement actions.

6.6 - The Certification Body may carry out an additional supplementary audit of partial or complete evaluation when there is no objective evidence of the attainment of the improvement objectives forming the object of the previous audit, based on prior communication to SOS-LOG.

6.7 - The effectiveness of the improvement plan put in place by the Organisation will be assessed by the Certification Body at the time of the next audit; therefore, in the event of a positive evaluation, the documentation will be presented for the judgment of the Certification Body.

6.8 – The enrolment in the register is subject to:

- attainment of a minimum score of 50% of the maximum possible score for the requirements relating to the governance of sustainability and the relevant challenges (material) identified by the Certification Body in the protocol for each specific organisation;
- the regular payment of the annual registration fee to SOS-LOG according to the methods and rates published in the by-laws of the Association available on the website www.sos-logistica.org.

7 - MAINTENANCE OF INCLUSION IN THE REGISTER

7.1 - At the Organisations included in the Register, the Certification Body conducts an annual maintenance audit which consists of a full review to verify the maintenance, improvement or downgrading of the maturity rating obtained with respect to the protocol requirements.

7.2 - The frequency may vary depending on the different provisions agreed with SOS-LOG.

7.3 - The maintenance audits are promptly communicated to the Organisation by the Certification Body.

7.4 - The month indicated in the communication of the completed inclusion in the register is the final deadline for conducting the audit and must be respected by the Organisations included in the Register.

6.5 - The Coordinator of the Certification Body contacts the Organisation to define the audit date and plan.

8. UNANNOUNCED AUDITS

8.1 - Based on the prior opinion of SOS-LO and as a result of objective acknowledgements or modifications to the Organisation's Business model or other factors which may prejudice the score obtained during the process of audit of the protocol requirements, supplementary unannounced maintenance audits may be conducted.

8.2 - Both in the case of the refusal to welcome the Evaluators, and in the event of the acknowledgement of an "objective worsening with respect to the protocol requirements", the cost of the unplanned audit is charged to the Organisation, which will have a maximum of 6 months to make the necessary improvements to restore the minimum score which guarantees inclusion in the register, on pain of cancellation from said register. During this period of time, the enrolment in the register will be suspended and blacked out in the public on-line register.

9 VALIDITY OF INCLUSION IN THE REGISTER

9.1 - Enrolment in the Register, without prejudice to the regular payment of the annual membership fee to SOS-LOG, is

subject to the periodic maintenance audit (once a year) and full review of activities on a three-yearly basis, in line with the principles established in standard ISO 17021, point 9.1.3, to which reference should be made for further details.

9.2 - For each audit, the Certification Body is responsible for verifying that the Organisation maintains unaltered or improves the conditions that enabled inclusion in the Register by SOS-LOG.

10 - RIGHTS AND OBLIGATIONS OF THE ORGANISATION ENROLLED IN THE REGISTER OF QUALIFIED COMPANIES

10.1 - Following the receipt of the report from the Certification Body, SOS-LOG, having verified the score and the positive judgment of the Evaluation Group, can enrol the Organisation in the Register.

10.2 - The Organisation can make this public according to the most appropriate methods, provided that proper reference is always

made to the Protocol and the Regulation on use of the Trademark.

10.3 - In the event of non-compliance by the Organisation, with the rules contained in this Regulation, SOS-LOG will adopt the measures set forth by the Regulation and take all the most appropriate legal measures to protect its interests and those of the Organisations that adhere to the Regulation.

10.4 - Enrolment in the Register is issued by the Organisation limited to sites subject to audit and shown in the “audit report” issued by the Certification Body and cannot be transferred to other units.

10.5 - An Organisation that wants to extend the field of application must request this from SOS-LOG by filling in the appropriate application.

10.6 - SOS-LOG sends the request to the Certification Body appointed previously by the Organisation which then:

- formally examines the documentation presented in order to verify the completeness and adequacy of the general information,
- sends the offer/quote to the Organisation.

10.7 - The acceptance of the offer completes the contractual relationship between the Certification Body and the Organisation and also involves the acceptance of the provisions set out in the Protocol and subsequent changes.

10.8 - Changes to the legal form or company name, organisational changes, changes of ownership, variations

in the corporate structure must be communicated to SOS-LOG and may allow the maintenance of inclusion in the Register, updated with the appropriate indications of the changes occurred.

10.9 - Based on the extent of the changes, SOS-LOG reserves the right to request additional documentation or carry out visits to the Organisation (with the possibility of delegating to the Certification Body), in order to verify that the changes do not negatively alter the rating obtained from the previous audit with respect to the requirements of the Protocol.

10.10 - The Organisation enrolled in the Register must undertake to:

- maintain or improve the rating obtained pursuant to the Protocol;
- accept, at its own expense, the audits necessary to maintain the registration;
- allow access to its premises by the Evaluators of the Certification Body, to any Observatories or Experts required to assist them during the audits; in the event of the Organisation’s refusal to accommodate the Observatories of the Inspection Body, SOS-LOG can arrange for the non-granting, suspension or revocation of the enrolment in the register and the subsequent withdrawal of the authorisation to use the Trademark;
- allow the Certification Body to carry out annual audits;

- keep a record of all the complaints of its customers relating to observance of the protocol requirements, as well as of any reports from the market, including from the Authorities, and provide them to the Certification Body and its Auditors during the maintenance audits;
- promptly inform SOS-LOG via e-mail of all non-compliant situations recorded by the audit Authorities, any suspensions or revocations of authorisations, concessions, etc. relating to the activities connected with non-compliance with the requirements contained in the Guidelines of the Protocol;
- adopt, document and record the appropriate corrective and/or preventive actions;
- in the event of suspension or cancellation from the Register due to revocation or relinquishment, immediately cease the use, display or any other usage of the documents relating to enrolment in the Register and the Trademark.

11 - SUSPENSION, REVOCATION, RELINQUISHMENT AND TRANSFER

11.1 - Suspension

11.1.1 - In the event of problematic situations or the persistence of deviations after the agreed deadline for their elimination, SOS-LOG can suspend the inclusion in the Register. The decisions are taken in that regard by the Control Committee pursuant to art. 3 of this Regulation, based on the appropriate reports prepared by the Certification Body and a “Technical Group”, established by the personnel of the Association and any external experts/legal representatives.

11.1.2 - Examples of deficiencies which may lead to suspension are:

- if the audit identifies substantial elements of deterioration by the Organisation which prejudice the characteristics of the Protocol requirements;
- if the Organisation does not send to the Certification Body, in the prescribed times, evidence of the preventive and improvement actions agreed at the time of the audit;
- if the Organisation refuses to perform periodic maintenance audits;
- if the Organisation refuses to perform additional or supplementary audits;
- if the Organisation does not notify SOS-LOG of significant modifications to its process and/or its organisation that influence the requirements of the Protocol;
- if the Organisation continues to engage in improper use in relation to the communication of the provisions of the Protocol and this Regulation;
- if there is any other non-compliance with the provisions of the Protocol;
- if the Organisation fails to inform SOS-LOG and the Inspection Body of any complaints by customers and the control authority due to serious or proven behaviour on environmental and social issues;

- if the Organisation is not up-to-date with payments relating to membership fees to SOS-LOG and to the activities already carried out by the Certification Body. If the Organisation, over the three-year period, is again non-compliant, the registration may be revoked.

11.1.3 - As a result of the decisions of SOS-LOG, the suspension is communicated via registered letter with return receipt or Certified E-mail, by indicating the date of effectiveness, the duration, the object of the suspension, the prohibition to promote advertising activities, and the conditions under which the suspension may be revoked.

11.1.4 - The Organisation enrolled in the Register is responsible for taking prompt and adequate actions to correct any non-compliance with the provisions and provide a formal communication to said entity of the corrective actions proposed or implemented.

11.1.5 - The suspension is only removed when SOS-LOG is informed, via a written report from the Certification Body or its committee of experts, of the satisfactory restoration of the score with respect to the requirements of the protocol forming the object of the previous audit.

11.1.6 - If the Organisation should not remove, within the term assigned, the causes that determined the suspension, SOS-LOG reserves the right to conduct an audit at the Organisation itself, and, on completion, arrange for the revocation.

11.2 - Revocation

11.2.1 - The revocation and subsequent cancellation from the Register of qualified companies, may be approved by SOS-LOG as a result of:

- the non-elimination of the causes of the suspension within the terms provided;
- serious evidence that prejudices the characteristics of respect for the requirements in the Protocol;
- violation of the binding laws or regulations regarding the requirements in the Protocol;

11.2.2 - The decision regarding revocation and cancellation from the Register is communicated by SOS-LOG to the Organisation and to the Certification Body that conducted the audit, via registered letter with return receipt or Certified E-mail.

11.2.3 - Following revocation, SOS-LOG strikes the Organisation off the Register.

11.3 - Relinquishment

11.3.1 - The Organisation can relinquish the enrolment in the Register at any time without said request affecting the annual membership fee paid or the contracts signed with the Certification Body.

11.3.2 - The relevant communication must be sent by the Organisation to SOS-LOG

via registered letter with return receipt or Certified E-mail.

11.3.3 - The relinquishment will take effect when 90 days have elapsed following receipt, by SOS-LOG, of the relevant communication and will involve automatic cancellation from the Register.

11.4 - Transfer

Over the course of the three years of auditing, transfer to a different Certification Body is permitted:

11.4.1 - Based on continuity in the event it is related to the Certification Body for serious non-fulfilment of the obligations of the contract and provision of the inspection and audit service.

11.4.2 – Through the start of a new renewal procedure in the event it which it relates to the organisation, without prejudice to the principles and conditions established in the general sale contract signed at the time of acceptance of the offer for the audit and inspection with the Certification Body.

The registration can only be transferred if at the valid status (therefore not suspended, withdrawn or cancelled) and organisations with a suspended registration or under threat of suspension must not be accepted for transfer purposes.

For transfer purposes, a preliminary analysis of the inspection documents of the potential customer must be conducted. The objective of the pre transfer review is to verify:

- a. the reasons for which the transfer is requested;
- b. the validity of the enrolment in the register of qualified companies in terms of authenticity, duration, type and number of sites subject to audit and inspection;
- c. the presence of any criminal or sanction proceedings in course for relevant aspects for the scope of the Sustainable Logistics Protocol;
- d. the audit report on first registration or most recent renewal and the latest inspection report;
- e. the status of all existing non-conformities and any other pertinent documentation available relating to the certification report.

12 - USE OF THE AUDIT REPORT

12.1 - The report issued by the Certification Body certifies the outcome of the audit in relation to the Protocol requirements through a score that shows the degree of maturity for each requirement subject to materiality.

12.2 - The audit report issued by the Certification Body shows:

- ratings for the protocol requirements applicable to the organisation (materiality);
- audit dates;
- date by which the next audit will take place.

12.3 - The audit report issued by the Certification Body relates to the aspects verified at the moment and in the place/places of the audit and, therefore, the Certification Body is not responsible, in any way, for what happens in places or subsequent periods and does not absolve the organisation from its contractual obligations to its customers and observance of the regulations that govern its activities.

13 - CONFIDENTIALITY

13.1 - The acts (documentation, letters, communications) relating to the activities forming the object of the audit of the requesting Organisation are considered confidential and access to them is regulated by the appropriate internal procedure of the Certification Body.

13.2 - Persons who, in carrying out their functions, gain knowledge of the content of said acts, are required to observe professional secrecy.

13.3 - Access to and consultation of the Audit Reports relating to the audits are reserved solely to the entities involved in the inspection process, the Organisation being audited, the Certification Body and the SOS-LOG committee.

13.4 - In the event in which the Audit Reports or other information relating to the Organisation needs to be disclosed for legal obligations, the Certification Body will inform said Organisation of this.

13.5 – SOS-LOG keeps the public and the stakeholders informed, exclusively through the publication of the Register of Qualified Organisations on the Association’s website.

13.7 – SOS-LOG operates in full compliance with the provisions of Legislative Decree 13 679/2016 (processing of personal data).

14 - TARIFFS

14.1 - The offers prepared by the Certification Body are based on the economic principles and criteria approved by SOS-LOG.

14.2 - The Contract between the Organisation and the Certification Body has a minimum validity of three years and the renewal or withdrawal methods are defined in the sale conditions attached to the contract signed by the parties.

14.3 - Each request for a change to the programme of audits, carried out by the Organisation, is governed by a specific contract signed by the parties.

15 - PAYMENT CONDITIONS

15.1 - The amounts relating to activities concerning the audit and its maintenance must be paid to the Certification Body according to the indications shown in the general sale conditions and associated invoices issued as and when required, as established in the contract between the parties.

15.2 - Non-compliance with the aforementioned obligations involves the provisions of articles 11.1 and 11.2 of this Regulation.

15.3 – Payment of the annual membership fee to SOS-LOG is regulated by the by-laws of the Association available in the area of the website reserved for members or which can be viewed based on prior request in writing.

16 - RESPONSIBILITY

16.1 - The Organisation undertakes to guarantee the completeness and truthfulness of the documents, evidence and information provided to the Auditors appointed by the Certification Body.

16.2 – SOS-LOG is expressly exonerated from all responsibility deriving from application of the “Guidelines of the Sustainable Logistics Protocol” and this Regulation in the event of the non-communication or incomplete communication of data, as also in the case in which they do not correspond to the actual company situation.

16.3 - The Certification Body is responsible for verifying that the Organisation’s process is able to effectively manage observance of the Guidelines of the Sustainable Logistics Protocol, despite not assuming any direct responsibility regarding the adequacy of the technical choices adopted by the Organisation to said end - which remains the sole party responsible.

16.4 - Enrolment in the Register of Qualified Companies by SOS-LOG does not exempt the Organisation from the legal obligations deriving from the products, processes and services provided and the contractual obligations to its customers, with the exclusion of any guarantee responsibility or obligation by SOS-LOG.

16.5 - In particular, it is agreed that SOS-LOG cannot be held liable for any defective products, processes and services provided by the Organisation to third parties, in the cases set forth in Legislative Decree no. 206 of 6/09/2005

(Consumer Code) and Directive EEC 85/374, regarding liability for damage of defective products and systematic or occasional conduct of the Organisation itself not in keeping with the Laws and/or Regulations.

16.6 – SOS-LOG is not liable for any inadequacies or damages of any kind caused by the activities of the Organisation or its products, processes or services.

17 - APPEALS

17.1 - Within 30 days of receipt of the communication of suspension or revocation of enrolment on the Register, decided by the Control Committee pursuant to art. 2.2 of this Regulation, the Organisation can submit an appeal to the Governing Council of SOS-LOG.

17.2 - The appeal must be presented via registered letter with return receipt or Certified E-mail.

17.3 - Within 30 days of receipt of the appeal, the Governing Council of SOS-LOG notifies the complainant of its decision, again via registered letter with return receipt or Certified E-mail.

17.4 - The members of the Governing Council who, as members of the Control Committee, have ordered the suspension or revocation challenged, shall abstain from the discussion and the appeal decision.

17.5 - If the Governing Council rejects the appeal, it may charge the complainant with any expenses for professionals and experts incurred during the analysis procedure and duly communicated to the organisation.

18 - DISPUTES

18.1 - The Court of Milan shall hold exclusive competence for any dispute stemming from this Regulation, or nonetheless related to it, - including therein those relating to its interpretation, validity, effectiveness, execution and termination.

18.2 - Whoever intends to initiate a legal action deriving from this Regulation, or nonetheless related to it, must first engage, as a prerequisite for proceeding with the judicial claim, in a mediation process required by Legislative Decree no. 28/2010 (and subsequent amendments and additions) before the conciliation body identified in the Conciliation Service of the Milan Chamber of Commerce. The prerequisite for proceeding with the judicial claim referred to above does not apply in injunction proceedings, including opposition proceedings, until the ruling on applications for concession and suspension of the provisional implementation.

19 - COMPLAINTS (REPORTS)

19.1 - Each Organisation that adheres to the regulation can report any irregularities in the application of said Regulation and/or the Guidelines of the Sustainable Logistics Protocol to SOS-LOG.

19.2 - The reports must, at pain of ineligibility, be formalised in writing and adequately documented.

19.3 - Anonymous reports will not be taken into consideration.

19.4 - If SOS-LOG ascertains that the report is inadmissible and/or groundless, it will have the right to charge the costs of the proceedings to the reporting entity.

20 - REGULATING LAW

20.1 Relations between the parties concerned by this Regulation are, for matters not provided for in the Regulation itself, governed by Italian law.

We state that we have viewed this Regulation, composed of 16 sheets, recognise it and approve it unconditionally in all its parts.

Stamp and Signature of the Organisation's Legal Representative

Date

We declare, in particular, that we specifically approve, pursuant to and in accordance with art. 1341, paragraph 2, of the Italian Civil Code, the articles of the Regulation marked by numbers 11 SUSPENSION, REVOCATION, RELINQUISHMENT; 16 RESPONSIBILITY; 17 APPEALS; DISPUTES

Stamp and Signature of the Organisation's Legal Representative

DISCLOSURE PURSUANT TO ART. 13 OF LEGISLATIVE DECREE 6792016 (PERSONAL DATA PROTECTION CODE)

We declare that we have been informed that:

- a)** the data provided by us will be used by SOS-LOG for inclusion and maintenance of this registration in the register of qualified companies as a result of the process of third-party audit through the Certification Body, of the requirements of the Sustainable Logistics Protocol and for the application of the associated Regulation for the granting and maintenance of the Trademark;
- b)** the transfer of mandatory data;
- c)** in the event of the refusal of response, enrolment on the Register of Qualified Companies will be denied to those that obtained the minimum score required by the “Sustainable Logistics Protocol”.
- d)** the data may be communicated to Italian and foreign Public Authorities, together with whom dissemination activities may be carried out with the media, at trade fair events and specific initiatives, and with entities involved in application of the Regulation;
- e)** the data will be kept available to SOS-LOG for a maximum of 5 years from the date of termination of the enrolment in the register of qualified organisations pursuant to the sustainable logistics protocol;
- f)** we enjoy the rights pursuant to articles 15 and 22 of the EU Regulation and Legislative Decree no. 679/2016 (right of addition, adjustment, updating, etc.);
- g)** the Data Controller is SOS-LOG with registered office in Milan, Via Cornalia 19;
- h)** the Data processing manager is the pro-tempore representative SOS-LOGistica in the person of its President.

Date Stamp and Signature of the Organisation’s Legal Representative
