

## Eligibility checklist

<b>Formal requirements</b>	<b>Written form</b>
	<p>The form available on CDP's corporate website is received by:</p> <ul style="list-style-type: none"> <li>• <b>Ordinary mail</b> – Send to: Cassa Depositi e Prestiti spa - Via Goito, 4 - 00185 Roma. Write on the envelope "International Cooperation Grievance - Department Internal Audit"; or</li> <li>• Dedicated <b>email address</b> - <a href="mailto:international_cooperation_grievance@cdp.it">international_cooperation_grievance@cdp.it</a>; also</li> <li>• <b>Certified e-mail</b> - <a href="mailto:cdpspa@pec.cdp.it">cdpspa@pec.cdp.it</a> Reporting in the text of the object "International Cooperation Grievance - Department Internal Audit").</li> </ul>
	Prepared in, or translated into, <b>Italian</b> or <b>English</b>
<b>Content requirements</b>	<p>Information about the operation:</p> <ul style="list-style-type: none"> <li>- a summary of the <b>operation financed by CDP</b> or for which the <b>financial support of CDP</b> was requested</li> <li>- indication of the <b>location</b> and <b>circumstances</b> to which the request refers.</li> </ul>
	<p>Reasons for the request:</p> <ul style="list-style-type: none"> <li>- clear <b>indication of the reasons</b> for the request</li> <li>- indication of the <b>relationship between the operation financed</b> by CDP or for which the financial support of CDP was requested and <b>its presumed negative social-environmental impacts</b></li> </ul>
	Data of the <b>party presenting the request</b> : complete name and address, telephone number and, if possible, e-mail address;
	<b>Contacts with CDP or with a CDP customer</b> : if applicable, indication of the names of CDP employees and/or CDP customers with whom the party who presented the application already had contact
	Possible <b>actions for resolution</b> : a clear description of the actions (e.g. legal actions or contacts with the customer) that were already taken as an attempt to reach a resolution and the proposed solutions for the possible resolution.
<b>Requirements on the party presenting the request</b>	<b>The party</b> presenting the request must have been <b>damaged or could be damaged</b> by an operation financed by CDP or for which the financial support of CDP was requested
	<p>If the request is presented by an <b>external party</b> representing another party, it is necessary to:</p> <ul style="list-style-type: none"> <li>- <b>identify</b> the <b>people</b> represented;</li> <li>- provide <b>explicit proof of the representative authority</b>.</li> </ul>
<b>Process requirements</b>	The mechanism established at CDP customers who generated the presumed negative impacts is activated and it was not possible to find a solution.
<b>Requirements on the operation that is the origin of the negative impact</b>	Initiative promoted by CDP's <b>International Cooperation and Development Finance Area</b>
	An <b>active financial relationship</b> must exist, <b>be in the assessment phase</b> or have <b>existed during the last two years</b> between CDP and the recipient of financing granted by CDP whose operation is considered the origin of the presumed current, future or potential damage