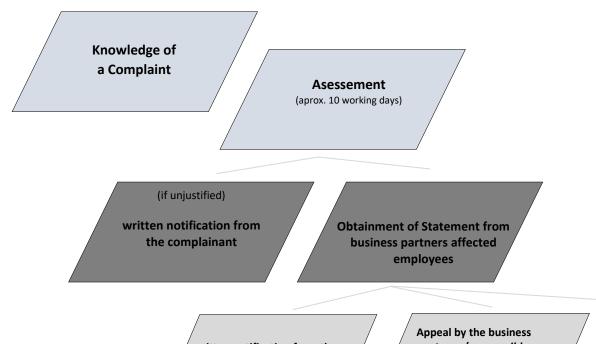
DeFa Complaint Management





written notification from the **Complaint Management tot** he complainant

(aprox. 10 working days)

partners / responsible employees and information to the complainant (aprox. 10 working days)

/if relevant, mediation between the complainant and the affected party with the aim of accelerating the process

(in accordance with the agreement between the parties)

Input: contact form from the company's website Input language: German, English, Spanish, Portuguese, Tagalog Accountable:

- for skilled workers / employees: Ombuds Team will be appointed (DeFa-employee with migration background)
- for business partners: Ucorporate legal counsel (DeFa-employee with legal education background)

Those responsible for complaints have direct access to the management without hierarchy

Agreement + measures to be sent to the affected parties (protocol)