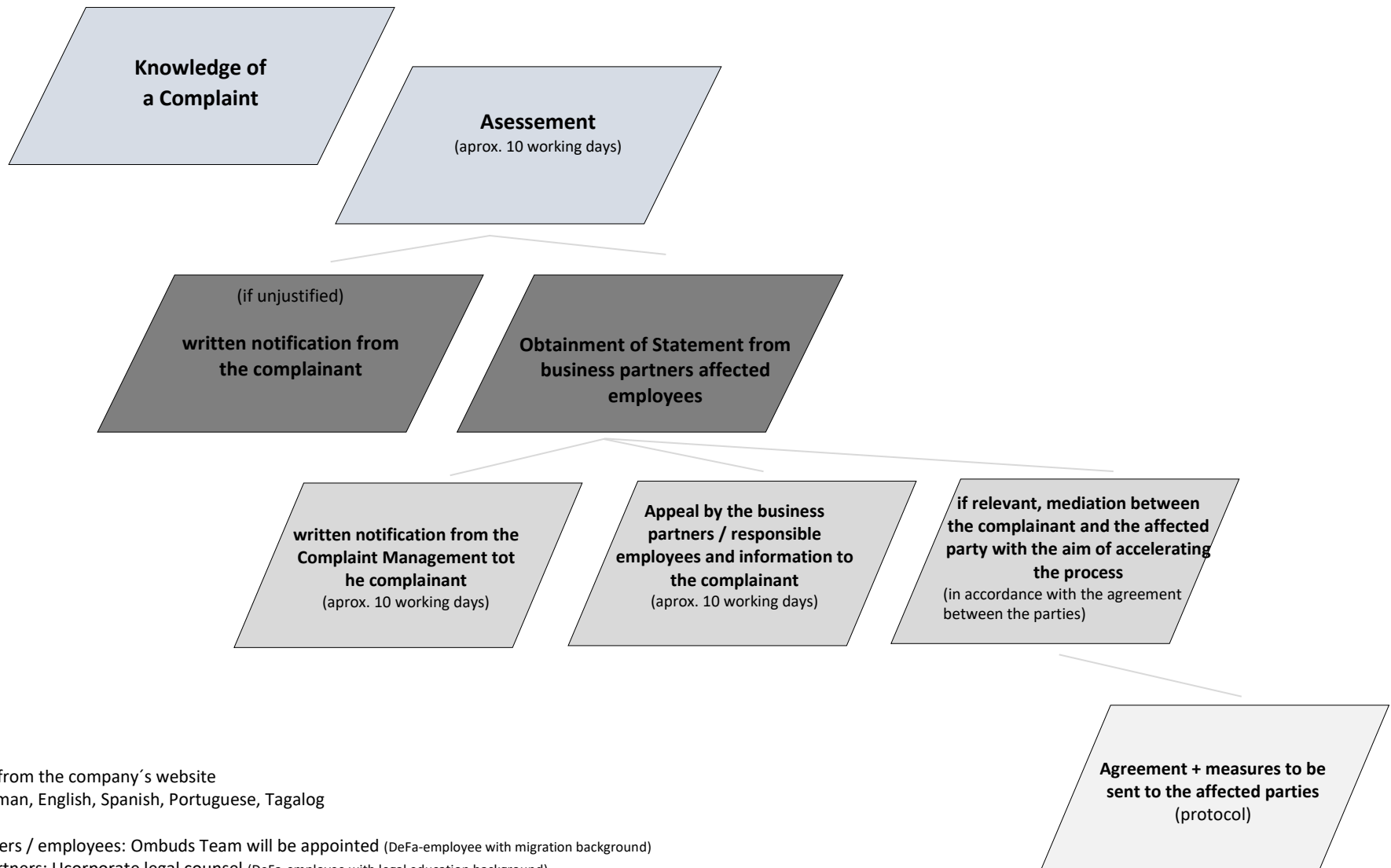


DeFa Complaint Management



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