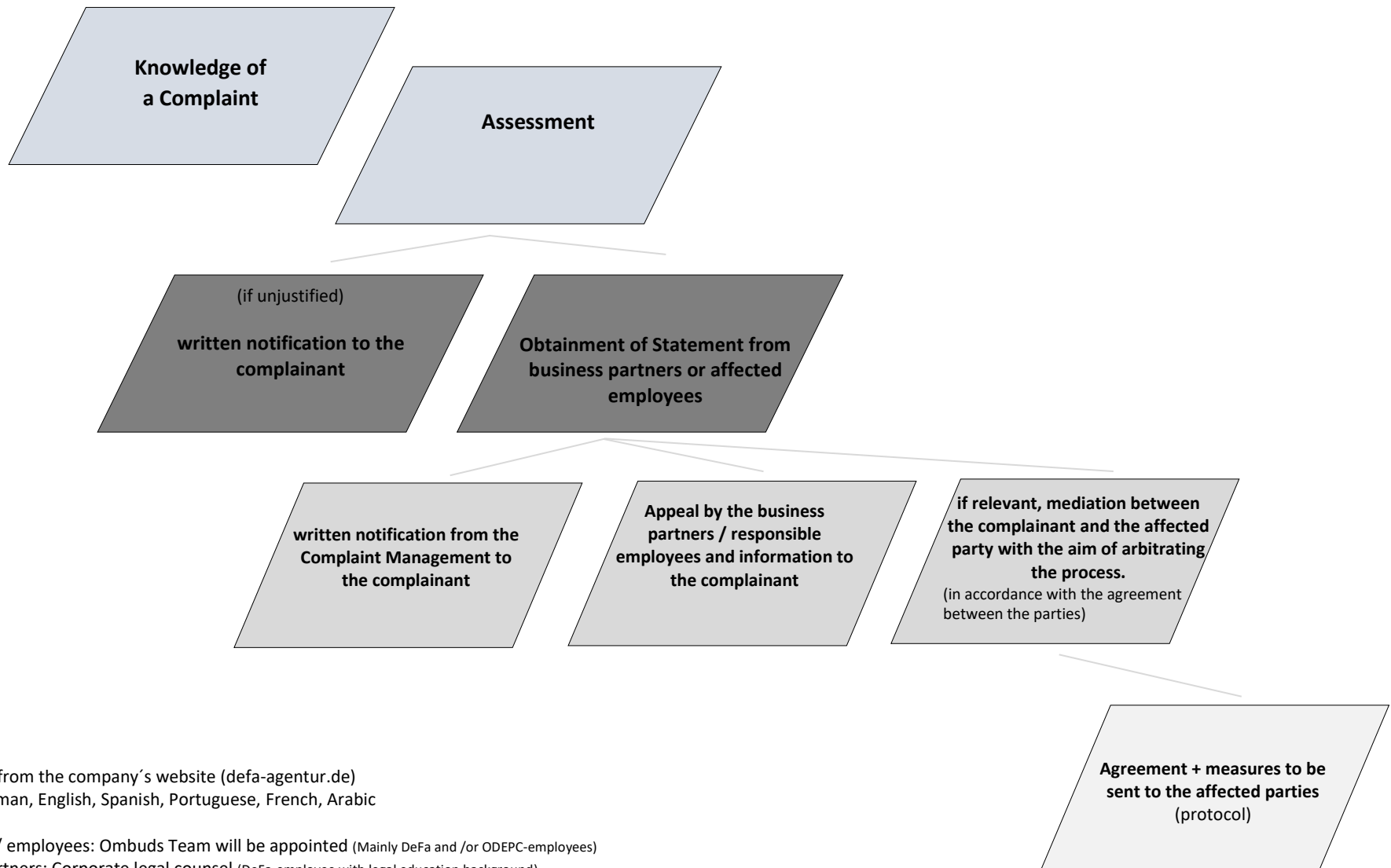


DeFa Complaint Management

The maximum processing period after the receiving of the complaint is three weeks. Complaints should be addressed to Anja Wiesen, Chief Legal Officer DeFa.



Input: contact form from the company's website (defa-agentur.de)

Input language: German, English, Spanish, Portuguese, French, Arabic

Accountable:

- for candidates / employees: Ombuds Team will be appointed (Mainly DeFa and /or ODEPC-employees)
- for business partners: Corporate legal Counsel (DeFa-employee with legal education background)

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