



2021 CASE ANALYSIS: THIRD PARTY COMPLAINTS

CASELOAD OVERVIEW FY2021

In 2021 adidas handled 23 cases using its third-party complaint mechanism, of which 16 were new and 7 were carried over from FY2020. SEA closed 16 of these cases during the year. We did not disqualify any request that was deemed suitable for assessment under our protocol, although we did redirect one case to another complaint mechanism, with the agreement of the complainant.

A summary of the individual cases and their resolution is posted on our corporate website at www.adidas-group.com/en/sustainability/social-impacts/human-rights/. Within our reporting, we have included instances where we have input to Fair Labor association (FLA) Third Party Complaint cases.

STATUS OF CASES HANDLED

Status	No of cases	%
Closed	16	70
Ongoing	7	30
Disqualified	0	0

% - rounded off

NEW COMPLAINTS

16 new complaints were received during the year and 7 were carried forward from FY2020. adidas has examined, investigated, and responded to all complaints received by it.

GEOGRAPHIC COVERAGE

Region	No of Cases	%
Europe	0	0
Middle East & Africa	5	22
Asia Pacific	17	74
North America	0	0
South & Central America	1	4

% - rounded off

PROFILE OF CASES

Complainant	No of Cases	%
Individual	2	9
Community Group	0	0
Local NGO or Trade Union	8	35
International NGO or Trade Union	7	30
Joint Local + international NGO or union	6	26

% - rounded off