

Summary of Third Party Complaint Process

The adidas Group has internal sustainability policies and practices, as well as [Workplace Standards](#) that our suppliers, licensees, agents and other service providers must follow.

Any violation of our Workplace Standards, or any potential, or actual, breach of human rights linked to adidas Group's operations, products or services can be raised with us through our [Third Party Complaint Process](#), which is described below.

Who can access it?

Any individual or organization directly affected by an issue, or any organization which represents individuals or communities directly affected, can make a complaint.

How does it work?

Complaints should be fact based. Workers with complaints or grievances who work in factories making products for the adidas Group should use the hotline numbers posted in their workplaces. All other complainants can send an e-mail (sustainability@adidas-Group.com) fax, or letter, or call us (see contact info on page 2).

Complaints should be supported with all relevant information and explain what the complainant wants to see happen. A complaint does not have to be submitted in English, it can be submitted in the individual's own language. Complaints will be dealt with in an open and transparent way unless there is a risk of retaliation, in which case the complaint will not be made public.

The basic steps in the complaint process include:

1. Acknowledging receipt of the complaint.
2. Assessing the reasons for the complaint, how adidas Group can help and if the complaint can be accepted.
3. If accepted, a careful review of all information is made by the Social and Environmental Affairs (SEA) department. This may take 1 or more weeks.
4. The findings from this review, along with the complaint, are sent to the subject of the complaint for a response.
5. If required, SEA will then start an on-site investigation or may choose to pay for an external investigation. The aim is to have enough information to properly address the complaint, based on the full facts of the case.
6. At this stage, the complaint may be resolved through mutual agreement on the remedy. If there is no agreement between the parties, adidas Group may decide on the outcome of the complaint
7. In cases where adidas Group has caused or directly contributed to the violation, we will seek to prevent or mitigate the chance of the impact occurring or recurring.
8. If an adverse impact is occurring, the adidas Group will engage actively in its remediation. Where the adidas Group is neither causing nor directly contributing to a violation it will encourage the business entity that has caused or contributed to the impact to prevent or mitigate its recurrence.

Depending on the complexity of the issues, a complaint may take 3 or more weeks to evaluate, investigate and further process, before agreement can be reached on remedial action.

Follow-up actions

Depending on the type of remedy agreed to, we will seek agreement on how this is to be monitored and checked to ensure that it is implemented within the agreed timescale. The adidas Group’s SEA department will normally monitor the implementation of agreed outcomes, or will appoint a credible third party to do so.

If a person or organization believes that they have been threatened or subject to retaliation as a result of registering a complaint with the adidas Group, they can contact SEA and provide the specific details of what has occurred. The SEA will investigate, and if there is clear evidence of retaliation, take action to remedy the situation.

Appeal

If a party is unhappy with the way their complaint is handled they should raise this with the SEA department. SEA will review the case and communicate the information to the Group’s General Counsel for a final decision.

Other ways to complain

Individuals or organisations may use other independent channels to complain, these include: the [Third Party Complaint Process of the Fair Labor Association \(FLA\)](#) and the [OECD National Contact Point for Germany](#).

Legal rights

Any individual, group or community submitting a complaint to adidas Group is free to pursue their legal rights and apply for judicial (court) or administrative remedies available to them. If matters of law, or if legal interpretation are a key element of a complaint, it may be important to follow a judicial mechanism first.

Contacts at adidas Group

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