



## 2022 CASE ANALYSIS: THIRD PARTY COMPLAINTS

### CASELOAD OVERVIEW FY2022

In 2022 adidas handled 13 cases using its third-party complaint mechanism of which 9 were new and 4 were carried over from FY2021. SEA closed 3 of these cases during the year and disqualified 1 case, which was transferred to our Play Fair complaint channel for employees.

A summary of the individual cases and their resolution is posted on [our corporate website](#). Within our reporting, we have included instances where we have input to Fair Labor Association's (FLA's) Third Party Complaint cases.

### STATUS OF CASES HANDLED

Status	# of Cases	%
Closed	3	23
Ongoing	9	69
Disqualified	1	8

% - rounded off

### NEW COMPLAINTS

9 new complaints were received during the year and 4 were carried forward from FY2021. adidas has examined, investigated, and responded to all complaints received by it.

### GEOGRAPHIC COVERAGE

Region	# of Cases	%
Europe	0	0
Middle East & Africa	2	15
Asia Pacific	9	70
North America	0	0
South & Central America	2	15

% - rounded off

### PROFILE OF CASES

Complainant	# of Cases	%
Individual	2	15
Political Body or Government Agency	1	8
Local NGO or Trade Union	6	46
International NGO or Trade Union	2	15
Joint Local + International NGO or Union	2	15

% - rounded off



## ISSUES RAISED IN COMPLAINT

Labor Rights	Frequency
Freedom of Association	6
Compensation & Benefits	3
Occupational Health & Safety	1
Discrimination & Harassment	1

Environmental Harm	Frequency
Environmental Permits	1
Waste Management	1

## KEY LEARNINGS & PLANNED ACTIONS

We recognize the value of information received through the third-party complaints process – and, indeed, all available grievance channels – in informing our due diligence processes and the development of effective remedies. Wherever relevant, we utilize such information, and the experience gained through managing complaints processes, to support the implementation of improvements in our own practices, prevention, or remedial efforts.

Beginning in 2023, we will restructure our internal tracking and reporting mechanisms related to third-party complaints to ensure consistency in reporting and to enhance our overall approach. adidas commits to conducting a case analysis of the third-party complaints received each year to identify and monitor trends in cases by issue type, frequency, geographic coverage, case closure rate, and other indicators as relevant to strengthen the linkages between ongoing SEA programs and case management.

While every case is unique, in 2022 we managed a higher number of complaints related to Freedom of Association issues. These complaints were submitted by local or overseas trade unions or affiliated labor rights groups. Typically, concerns were centered on the right to organize, or allegations over anti-union discrimination, or unfair dismissal. These cases have tended to be concentrated in those countries where there is already a significant presence of trade unions in our suppliers' factories, such as in Cambodia and Indonesia, or in Central America. Due to the predominance of Freedom of Association complaints, in 2023 we commit to engaging with our suppliers in higher risk locations and increasing our support for collaborative industry approaches, to ensure respect for Freedom of Association and upholding the expectations within our [Workplace Standards](#) to recognize and respect the right of employees to join and organize associations of their own choosing and to bargain collectively.