

CASE ANALYSIS 2017

THIRD PARTY COMPLAINTS

CASELOAD OVERVIEW 2017

In 2017 adidas handled 14 cases using its third party complaint mechanism of which 12 were new and 2 were carried over from FY 2016. adidas closed nine of these cases during the year. A summary of the individual cases and their resolution is posted on our website at <http://adidas-group.com/s/human-rights>.

STATUS OF CASES HANDLED

Status	No of cases	%
Closed	9	64
Ongoing	4	29
Unresolved	1	7

% - rounded off

NEW COMPLAINTS

12 new complaints were received during the year and 2 were carried forward from FY 2016. adidas did not disqualify any complaint submitted for its consideration. It has examined, investigated and responded to all complaints received by it.

GEOGRAPHIC COVERAGE

Region	No of Cases	%
Europe	1	7
Middle East & Africa	5	36
Asia Pacific	6	43
North America	0	0
South & Central America	2	14

% - rounded off

PROFILE OF CASES

Region	No of Cases	%
Individual	0	0
Community Group	0	0
Local NGO or Trade Union	9	65
International NGO or Trade Union	2	14
Joint Local + international NGO or union	3	21

% - rounded off