



## Summary of Third Party Complaint Process

adidas 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, human rights or environmental harm linked to adidas'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 organisation 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. Individuals with complaints or grievances who work in factories making adidas products should use the hotline numbers posted in their workplace. All other complainants can send an email [\[sustainability@adidas-Group.com\]](mailto:sustainability@adidas-Group.com) or letter, or call the Social & Environmental Affairs (SEA) department (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 can help and if the complaint can be accepted.
3. If accepted, a careful review of all information is made by the Social & 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 may decide on the outcome of the complaint.
7. In cases where adidas has caused or directly contributed to the violation, we will seek to prevent or mitigate the impact occurring or recurring.
8. If an adverse impact is occurring, adidas will engage actively and seek remedies. Where the adidas is neither causing nor directly contributing to a violation, it will encourage the business entity that has caused or contributed to the impact to remediate and prevent a 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, adidas will seek agreement on how this is to be monitored and checked to ensure that it is implemented within the agreed timescale. adidas' SEA department will normally monitor the implementation of the agreed outcomes or appoint a credible third party to do so.

If a person or organization has been threatened or subject to retaliation due to registering a complaint with adidas, they can contact SEA directly and provide the specific details of what has occurred. 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 SEA directly. SEA will review the case and communicate with adidas' 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 is free to pursue their legal rights and apply for judicial (court) or administrative remedies available to them. If matters of law, or legal interpretation, are a key element of a complaint, it may be important to follow a judicial mechanism first.

## Contacts at adidas

<b>Europe, Africa &amp; Middle East</b>	<b>Asia Pacific</b>	<b>Americas</b>
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