



**E T E R N A**

# **COMPLAINTS AND QUESTION MANAGEMENT**

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(July 2023/ Version 1.6)

This Standard Operating Procedure (SOP) intends to describe how to handle questions and complaints from customers and stakeholders of ETERNA Mode GmbH.

There are various ways customers and other stakeholders can contact ETERNA for questions and complaints.

## 1. Emails and telephone numbers

All relevant email addresses can be accessed through the following webpage:

<https://unternehmen.eterna.de/de/meta/kontakt.html>

### 1.1. Information about the company

Telefon: +49 (0) 851 98 16-0

Fax: +49 (0) 851 98 16-465

Email: [contact@eterna.de](mailto:contact@eterna.de)

### 1.2. Information related to corporate fashion

Holger Kienitz

Telefon: +49 (0) 851 / 98 16-250

Email: [corporate-fashion@eterna.de](mailto:corporate-fashion@eterna.de)

### 1.3. Information regarding Online Shop

Telefon:(+49) 0800 61 11 16 6

Fax:(+49) 0851 9816 465

Email: [service@eterna.de](mailto:service@eterna.de)

All emails which are sent to any of these addresses are immediately forwarded to the responsible departments. Service Level Agreement is determined to be 24 hours.

If the request cannot be solved by the department it will be forwarded to other special departments. Also, phone calls are directed to specialists of the relevant departments.. In case the specialist is not available the receptionist is asked to register name and phone number for a recall within 24 hours.

## 2. Contact Form of the Eterna Online Store

The contact form of ETERNA's online store can be accessed through

<https://www.eterna.de/kontakt>

This website offers three different categories:

### 2.1 FAQs

### 2.2 Telephone Number

### 2.3 Online Form

 <b>FAQ</b> Finden Sie hier zu jedem Themengebiet unkompliziert die häufigsten Antworten! Als registrierter Kunde finden Sie Ihre gesamte Kommunikation mit ETERNA im Kundenkonto	 <b>TELEFON</b> Montags bis freitags 8.00 bis 20.00 Uhr <b>+49 (0) 800 6 1111 66</b>	 <b>SOFORT-KONTAKT</b> So erreichen Sie uns 24 Stunden an 365 Tagen im Jahr <a href="#">ZUM SOFORT-KONTAKT &gt;</a>
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Both telephone calls and messages received through the online form are directed to an external call centre, that handles all requests according to an agreed Service Level. Specific questions and complaints that cannot be answered by these call centres are directed to the respective departments. The agreed service level for response time is 24 hours.

## 3. Questions and complaints through Social Network

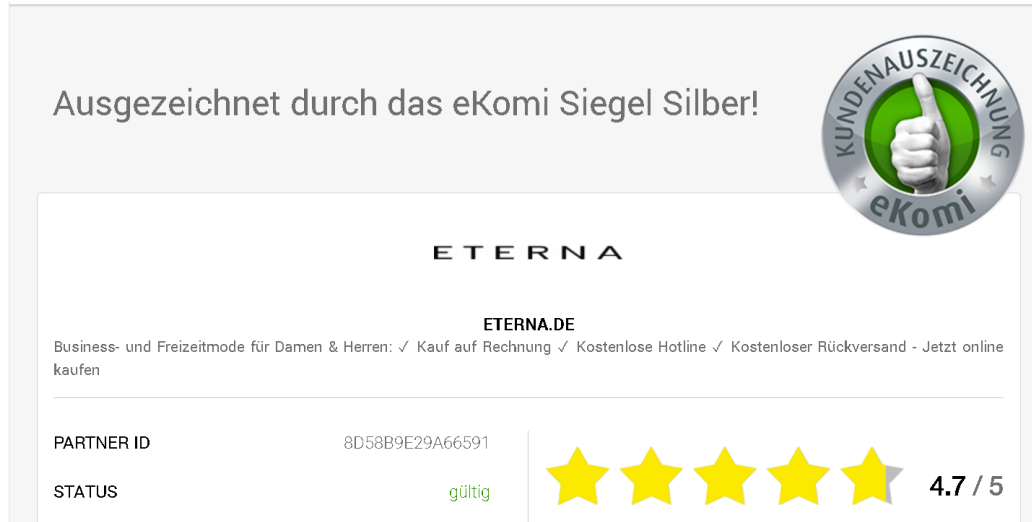
In the meanwhile, customers and other stakeholder can also raise questions and complaints through ETERNA's social network sites by either raising them directly or adding information into the comment lines.

For this channel of communication push messages are automatically sent to representatives of the marketing department who are to react with 24 hours. In case the request cannot be solved by the department it will be forwarded to other specialists.

#### 4. Questions and complaints through Ekomi.de

Another source of communication is [www.ekomi.de](http://www.ekomi.de), which is an evaluation platform for products that automatically directs all requests to the customer service where they need to be answered within 24 hours.

The current level of evaluations of ETERNA Mode GmbH is 4,7 out of 5.



All customers who order online are actively asked to evaluate our products through this webpage and to also raise questions and complaints. The quality of the resolution of these requests is daily measured and made transparent through a dashboard. The result of this dashboards is shared and discussed once a month in the online management leadership team meeting.

#### 5. General guidelines for resolution

Eterna Mode GmbH aims to always resolve a claim in favour of the customer/stakeholder provided this claim is justified. For this purpose, all representatives of Eterna Mode GmbH who are involved in this process are instructed to

1. provide a resolution which should be in line with the expectation of the customer/stakeholder
2. to actively ask for feedback from the customer/stakeholder if he/she accepts the offered resolution.
3. to come with counterproposals in case the customer/stakeholder is still not satisfied.
4. to target closure of the case only under the condition that the final resolution is accepted.

## 6. Questions and complaints regarding CSR topics

For CSR Topics ETERNA Mode GmbH has established a dedicated process to enable employees, but also external stakeholders such as employees of suppliers and vulnerable groups to raise complaints.

### 6.1 Raising complaints

All suppliers of ETERNA Mode GmbH are required to sign a supplier code of conduct in which they also agree to share to all employees and relevant stakeholders contact data in case of any question or complaint. Complaints shall include all topics in the area of CSR, such as environmental, health and safety complaints as well as all complaints related to Human rights.

The following information can be found in chapter 19 of the supplier code of conduct: All employees of ETERNA Mode GmbH are also enabled to raise complaints either through this email address or through a letter box, where they can raise their complaints anonymously.

#### 19. Procedure for complaints

Grievances or information regarding violations of this Code of Conduct can be reported anonymously and at any time to ETERNA Mode GmbH (see below for contact information). When filing a complaint, it is important to provide only true and accurate information.

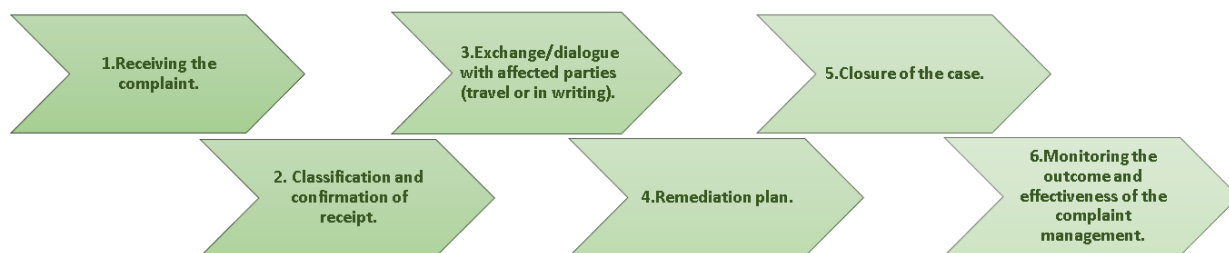
Filing a complaint should not result in any reprisals or disciplinary actions from the Business Partners. Whistleblowers and individuals reporting violations must be protected from any negative consequences.

Contact address related to all CSR topics:

- Division: Supply Chain Corporate Responsibility
  - Address: ETERNA Mode GmbH  
Sonja Ruppert  
Medienstraße 12  
94036  
Passau  
Germany
- Email: [csr@eterna.de](mailto:csr@eterna.de)  
Tel: +49 851 9816-150

### 6.2 Procedure in case a complaint is raised

Generally, there are six steps in the Customer Complaint Management process, which are also covered through ETERNA's complaint management process.



If a complaint will be received and accepted for examination, all parts will be contacted and briefed on the process. The subject of the complaint and all relevant documents will be examined. The COO and the CSR department investigate whether other external parties need to be involved. Through communication with the affected person, the circumstances leading to the complaint, the responsible part, and the desired and provided remedies are clarified. The outcome of this evaluation forms the basis for the remedial proposal.

The remedial will be customized to the complainant's needs and will be in line with international human rights standards. If the proposed remedial is accepted, the agreed form of remedy will be provided, and its implementation will be closely monitored.

Generally, the Chief Operating Officer (COO) will oversee the implementation of the agreed-upon outcomes or may assign a reputable third party to do so. After the completion of the process, it will be evaluated internally and also involving the relevant stakeholders to make any necessary improvements to the process.

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### **6.2.1 Receiving and Handling of a complaint and confidentiality**

All emails and phone calls linked to CSR Topics are directed to the COO of ETERNA Mode GmbH who is asked to react in less than 24 hours. In case of absence a representative is nominated to whom emails are automatically redirected.

Any request has to be dealt with confidentiality if the complainant wishes to keep the complaint confidential. Confidentiality means that only the CSR representative and the COO may know details like name, religion, race, gender, etc.

### **6.2.2 Internal assessment and resolution**

During this step the COO and/or its representative or the CSR representative assesses the complexity, severity, safety implications, urgency and if an investigation is required. The expected time frames for resolving a complaint are determined by this assessment.

Here are the criteria to be considered in the prioritization:

Informal complaint	Formal standard complaint	Formal complaint complex	Internal process review	Severe human rights violations
<ul style="list-style-type: none"> <li>• <b>Description</b>- resolved immediately( e.g. correction of wrong information of an article on the web page).</li> <li>• <b>Complaint Manager Level</b>- Customer Service</li> <li>• <b>Time Frame</b> – Five working days</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Description</b>- involves a CSR single, low risk issue.</li> <li>• <b>Complaint Manager Level</b>- CSR department or higher</li> <li>• <b>Time Frame</b> – Twenty working days</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Description</b>- may involve a higher level of risk, and more the one issue or business area. Requires more time to investigate or coordinate responses from other areas.</li> <li>• <b>Complaint Manager Level</b>- Head of Production</li> <li>• <b>Time Frame</b> – Forty working days</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Description</b>- a review of the proper process undertaken to resolve the complaint and that the correct decision resulted from the process.</li> <li>• <b>Complaint Manager Level</b>- department head</li> <li>• <b>Time Frame</b> – Twenty working days</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Description</b>- violation of human rights at supplier or company level.</li> <li>• <b>Complaint Manager Level</b>- COO</li> <li>• <b>Time Frame</b> – immediate resolution to be solved within twenty working days, preventive resolution (e.g. change of supplier within 50 days)</li> </ul>

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If a complaint is raised by stakeholders of a supplier, ETERNA Mode GmbH will contact the affected supplier within 24 hours and request a written statement addressing the complaint. The supplier is required to send the written statement to ETERNA within one week. If the complaint is found to be valid, ETERNA Mode GmbH will issue a warning and request the implementation of preventive actions within a week. The preventive action plan needs to be reviewed and approved by the CSR SPOC within ETERNA (currently COO).

ETERNA Mode GmbH will take the following measures to counteract human rights violations:

- **Improvement of working conditions:** This includes ensuring fair wages, safe working environments, regulated working hours, and the prohibition of forced labor or child labor (all mentioned in the Supplier Code of Conduct).
- **Transparency and supply chain responsibility:** This entails supplier verification, compliance with codes of conduct, and conducting regular audits.
- **Collaboration with human rights organizations, trade unions, governments, and other stakeholders** to find common solutions and promote best practices.
- **Develop key performance indicators and establish information management.**
- **Promote sustainable production and consumption practices.**

In cases of severe violations against laws and international human rights, the CSR representative initiates a process of delisting the supplier. ETERNA prohibits new orders with an affected supplier from the moment such a violation is discovered. After three months, the responsible CSR representative checks if ETERNA Mode GmbH aims to compensate any affected individuals for damages resulting from the company's procurement procedures. Therefore, the evaluation of damages is an integral part of any complaint investigation.

If the complaint is raised by any of ETERNA's employees, both the workers' council and the human resource department are notified and involved in determining the subsequent steps to resolve the complaint. The right to receive compensation for damages resulting from the company's procurement practices applies to our employees in the same manner as it does for all other stakeholders.

### **6.2.3 Internal review**

If the complainant is dissatisfied with the department's response they have the option to request a review. The complainant has 20 business days, from receipt of the department's advice, to lodge a request for an internal review by the department. If there is a human rights aspect, the complainant may alternatively lodge a complaint with the COO. The complainant will need to be informed that they have these options in the department's initial response.

An internal review is a systematic way of reviewing the original process and outcome. The aim of an internal review is to ensure the complaints process complied with the department's policy and procedural requirements. An internal review is not an investigation or re-investigation of a complaint. It is a review of the complaints process and outcome.

### **6.2.4 External review**

ETERNA aims to resolve all complaints at internal level. If the complainant does not accept ETERNA resolution proposal a court case must be opened by the complainant. For any of these court cases jurisdiction is Passau.

### **6.2.5 Monitor, Review and Report**

Reporting is an essential tool to supervise status of all complaints. The CSR representative will update reporting during and after resolution of any new case and will report quarterly to the COO status of all complaints.

Passau, 26.07.2023

Sonja Ruppert  
COO

