

ET ER NA

**Stakeholder complaints and
question management**

within
ETERNA Mode GmbH

#TwoStepsAhead

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

1.2. Information related to corporate fashion

Holger Kienitz

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

Email: 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

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



FAQ

Finden Sie hier zu jedem Themengebiet unkompliziert die häufigsten Antworten!

Als registrierter Kunde finden Sie Ihre gesamte Kommunikation mit ETERNA im Kundenkonto



TELEFON

Montags bis freitags
8.00 bis 20.00 Uhr

+49 (0) 800 6 1111 66



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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

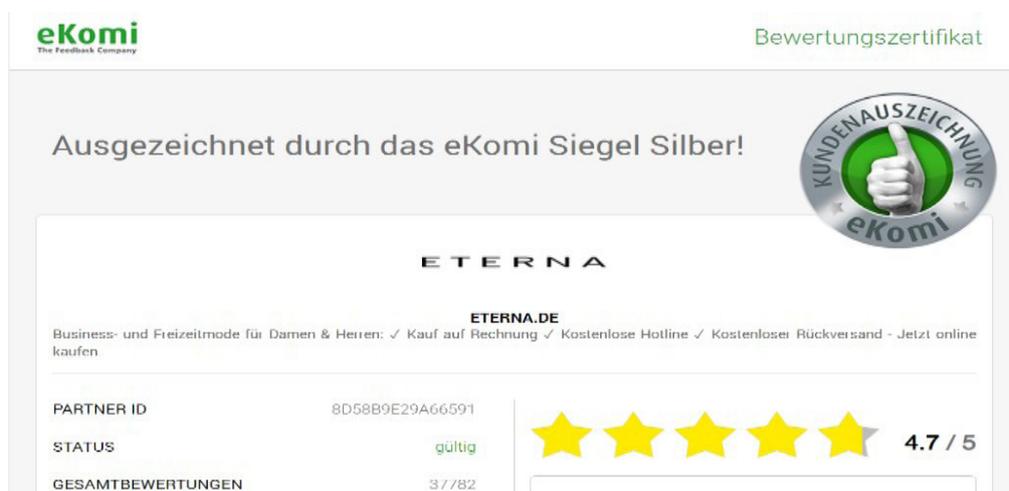
In the meanwhile, customers and other stakeholder can also raise questions and complaints through ETERNA's social network sites by either raising them directly or adding information into the comment lines.

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**, 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 dashboard 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:

19. Procedure for complaints

Grievances or information about violations of this Code of Conduct can be reported anonymously and at any time to ETERNA Mode GmbH (see below for contacts).

If you fill the complaint, please only report true information.

Filing complaints must not face any reprisals or disciplinary action by the Business Partners

Contact address related to all CSR topics:

- Division: Supply Chain Corporate Responsibility
- Address: ETERNA Mode GmbH
Ralf Polito
Medienstraße 12
94036 Passau Germany

Email: csr@eterna.de
Tel: +49 851 9816-0

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.

6.2 Procedure in case a complaint is raised

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.

If a complaint has been raised through stakeholders of a supplier ETERNA Mode GmbH gets into contact with the affected supplier and asks for a written statement where the complaint needs to be commented on. If the complaint proves to be justified ETERNA Mode GmbH issues a warning.

In case of severe violations against laws and international human rights, the CSR representative initiates a process of delisting the supplier. ETERNA Mode GmbH aims to compensate any affected person for damages which have occurred through the company's procurement procedures. Thus, the evaluation of damages is a substantial part of any investigation of a complaint.

If the complaint has been raised through any of ETERNA's employees, both the workers' council as well as the human resource department are informed and involved in determining the next steps to resolve the complaint. For our employees the right to get compensated for damages because of our procurement practices applies in the same way as for all other stakeholders.

Passau, 01.10.2021

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

ppa. Ralf Polito
Chief Operating Officer