

OECD- CoP und CoC

COMPLAINTS PROCEDURE FOR EXTERNAL STAKEHOLDERS

Complaints procedure for external stakeholders

Schofer Germany - THE CHAIN COMPANY GmbH & Co. KG, has established this grievance procedure to provide external parties, whether individuals or stakeholders, with the opportunity to report complaints, concerns or grievances regarding the RJC-COP and COC standards in relation to Schofer Germany - THE CHAIN COMPANY GmbH & Co. KG.

These complaints may include, but are not limited to, violations related to the sourcing of raw materials (especially from conflict and high risk areas). Other examples of possible violations include, for example, disregard for human rights, adverse working conditions, violations of environmental regulations, and payments of bribes or kickbacks.

The management of Schofer Germany - THE CHAIN COMPANY GmbH & Co. KG is responsible for the implementation and review of this procedure.

Interested parties may contact the following address with their concerns either by e-mail or telephone:

Schofer Germany - THE CHAIN COMPANY GmbH & Co. KG, Ms. Lucia Pentz
Tel.: +0049 7231 91030
Fax: +0049 7231 101599
E-Mail: schofer.kyc@schofer.de

After a complaint has been received, we will endeavour to:

- Document an accurate report of the complaint.
- Explain our complaints procedure.
- Find out how the complainant expects his complaint to be handled.
- Identify the most appropriate person internally to deal with the complaint or help to refer the complaint to a more appropriate body, e.g. the supplier or an institution such as a relevant industry body.
- If the matter can be dealt with internally, to obtain as much further information as possible.
- Identify any action we should take, including monitoring the situation.
- To inform the complainant after all checks have been made, of our decisions and findings.
- Keep the complaint and the related internal process on file for at least five years.