

Annex 7 to the Business Partner Declaration on Sustainability: Complaint channels

To all Otto Group business partners for merchandise

Integral part of the Business Partner Declaration

The Annex is an integral part of the Business Partner Declaration. All conditions referred to in this declaration and in the Business Partner Declaration are binding for the business partner.

Scope of application

The following requirements apply to all business partners of the Group's own (own and licensed brands) merchandise, non-Group merchandise (brands) and to marketplace partners.

The following overview presents the complaint channels that are available in the Otto Group's supply chain:

SpeakUp

Link: [SpeakUp](#)

The SpeakUp digital whistleblower portal allows (former) employees, suppliers and their employees, customers and other potentially affected people to submit anonymous reports of compliance violations if they have reasonable grounds for suspicion. This extends also to human rights and environmental violations within the Group company and its supply chain. The whistleblower can set up a digital mailbox and share information with the competent compliance unit, which maximizes the protection afforded to whistleblowers.

Ombudsperson

Link: [Ombudsperson Frankfurt](#)

Further, whistleblowers can contact an external compliance ombudsperson responsible for the entire Otto Group. As an attorney, this person is bound by professional secrecy and is not allowed to disclose information to third parties – but can, having first obtained consent from the person submitting the report, initiate the appropriate steps within the Otto Group.

Dr. Rainer Buchert, attorney at law
Buchert Jacob Peter Rechtsanwälte Partnerschaftsgesellschaft mbB
Kaiserstrasse 22 | 60311 Frankfurt am Main Germany
Phone: +49 69 710 33 33 0
Email address: dr-buchert@dr-buchert.de

International Accord

Link: [Complaints mechanism - International Accord](#)

The International Accord complaint mechanism enables employees in Accord facilities to submit anonymous reports on safety and health issues in the workplace. Independent, trained experts examine the complaints impartially and protect the confidentiality of the complainants. The complaint mechanism is currently available in Bangladesh and Pakistan.

amfori Speak4Change

Link: [Submit a complaint via amfori Speak for Change – amfori](#)

Complaints concerning violations of the amfori Code of Conduct by amfori members, including amfori facilities, can also be submitted anonymously via the amfori complaint mechanism ("Speak for Change"). The amfori complaint mechanism is currently available in Vietnam, Turkey, Bangladesh, India and Cambodia.