

SINNOTEX Sustainable Innovation Textile GmbH

COMPLAINT MANAGEMENT FOR SUPPLIERS

We take responsibility for all people involved in the value chain of our textiles and products. That is why we only work with partners and suppliers who demonstrably meet our high standards in terms of sustainability, human rights, environmental protection and health.

A regular and personal exchange with our suppliers is very important to us. We want to know where and why there could be potential problem areas so that we can act quickly and preventively.

We also check recognized certificates and seals in our supply chain.

Employees and people involved in our value chain can contact us directly if they have any complaints:

Contact person:

Mr. Jun Xu, CSR

E-mail: j.xu@sinnotex.de / info@sinnotex.de

Phone: +49 (0) 7361 9141390

Processes and procedures:

- Status quo determination for strategic suppliers
- Supplier management: questionnaire and analysis
- Create risk analysis
- Review of complaint management
- Review of measures
- Remedy and improvement measures

Approach:

A) SINNOTEX maintains the following data collection structured by

1. country
2. certifications (GOTS; OEKO TEX; BSCI; ISO etc.)
3. complaints received
4. solutions found
5. associations/trade unions
6. complaint boxes
7. integrated complaints policy 2023/documentation

Result:

Lists of all strategic suppliers with the necessary data compiled.

B) SINNOTEX analyzes complaint mechanisms/communication channels with strategic suppliers

Analysis

1. risk analysis

Result: Country-related and already prioritized risks are set in relation to the respective complaint mechanism of the strategic supplier

C) SINNOTEX checks complaint mechanisms/communication channels for effectiveness

Checking effectiveness through

1. audits, certificates

2. through SINNOTEX's own projects and direct supplier visits

3. review of implemented measures through „on-site visits“ and/or regular exchanges at trade fairs, video conferences (VK) or congresses.

Result: Complaint mechanisms/communication channels are checked and assessed for effectiveness

D) SINNOTEX initiates further measures if necessary

Check whether further measures are necessary

1. written recording of the situation

2. see C) Check effectiveness, carry out again

E) If necessary, SINNOTEX creates remedy/reparation through its own improvement measures (CIP)

Create a remedy

1) SINNOTEX has created personnel requirements to implement a mechanism for remedial action. Responsibilities with the following contact persons have been defined as follows:

Managing Director:

Mr. Oliver Christ

CSR Manager; Sourcing and QC Specialist:

Mr. Jun Xu

Question 2: Has remedial action been taken/redress provided in the last 12 months? No. We are not aware of any specific case of causation in which SINNOTEX has provided remedy or redress (as of 17.01.2024).

In the event of a remedy/reparation, the following process applies:

To 1) Notification of the demonstrably caused damage

Re 2) Exchange/dialogue with affected parties (travel, Video-Conference or in writing)

Re 3) Creation of documentation (list of complaints)

Re 4) Suppliers/partners and SINNOTEX develop joint remedial measures (form and amount)

Re 5) Check whether those affected agree with the result.

An incoming complaint should be settled or resolved within a maximum processing time of 8 weeks.

SINNOTEX is proactively committed to further developing social dialog with and among its supply partners and the entire supply chain. We have not received any complaints to date (as of 17.01.2024).