## Complaint Procedure Legend Affected person prepares minutes R = Representative from memory (who, what, when, where, if applicable witnesses) DM = Divisional management EOO = Equal Opportunities Officer (currently Anne) COO = Chief Operating Officer (currently Kosta) CEO = Chief Executive Officer (currently Mahi) Management = Chief Operating Officer and Chief Executive Officer Footnote 1 The diagram shows an example of the procedure using the example of >>both the person affected and the perpetrator are female employees<<. The following applies to other personnel constellations: • If the Chief Operating Officer or Equal Opportunities Officer is the perpetrator, then the Chief Executive Officer may be chosen as the first point of contact. The further procedure corresponds to the diagram. The person affected point (Footnote 1) Chief Operating Officer (COO) and Equal Opportunities Offier (EOO) Other person R speaks with the affected person The COO and EOO speak with the person affected and/ (with signature), document any evidence, interview any witnesses, coordinate further action with the person (with signature), documents any evirepresentative. Safeguarding measures can already be taken to protect the person affected. (cf. Section 12). The COO and EOO discuss whether an external expert should be consulted (early involvement is recommended). The COO and EOO decide whether a discussion should be within one week of knowledge of the incident (minutes). Is there confirmation of the incident? The COO and EOO discuss whether an external expert should be consulted. R, COO and EOO The COO and EOO discuss whetsary and take measures to prevent the undesirable behaviour (cf. Section 13). The COO and EOO or R speak (14 days after the conversation between the See Sanctions