

## Complaints procedure

### **Article 1 - Definition of employee**

An employee is a worker who is or has been employed by Eastmen Human Resources (hereinafter 'Eastmen').

### **Article 2 - Definition of complaint**

A complaint is a written submission of an employee regarding a problem with the wages owed and / or the pension plan. The PayOK set of standards stipulates that there is a complaint when the total amount is € 750.00 or higher.

### **Article 3 - Inspection body**

The inspection body is Cicero.

### **Article 4 - Purpose of the complaints procedure**

Registering and handling complaints in an accurate and uniform manner, removing the causes and taking measures to prevent recurrence.

### **Article 5 - The way in which a complaint can be reported**

The complaint can be reported by e-mail to [help@eastmen.eu](mailto:help@eastmen.eu).

### **Article 6 - Handling the complaint, term**

Eastmen must determine whether the complaint is well-founded or unfounded within 15 working days of receipt of the complaint. Within 30 working days after it has been established that the complaint is justified, this will be reported to the inspection body.

### **Article 7 - Handling the complaint - 4 O system**

Complaints are handled by Eastmen based on the 4-O system. The 4-0 system stands for: cause, scope, solution and operationality. The goal is to determine where the complaint comes from (cause), how big the complaint is in terms of both money and impact (size), how we are going to solve the problem (solution) and ultimately how this is resolved so that repetition no longer happens (operationality).

#### Step 1: Look for the cause

Finding the cause of a problem is done based on the 'five times why method'. With the "five times why" method, the question "why" is asked five times (5 times why).

#### Step 2: determine the size

To determine the scope of the problem, we ask questions such as: "How big is the problem?" Is it an incident or is it more common? Could it be more common? Were there any measures to prevent it? Does this mean that these measures are not effective? Or is it an exception? "

#### Step 3: Solution

In this step it is determined which measures will be taken to prevent the situation from happening again.

## Step 4: operationality

The final step in the 4-O system is to determine the operationality of the measures: does it work?

### **Article 8 - Complaint declared unfounded**

If Eastmen establishes that the complaint is unfounded, this will be recorded in writing and the inspection body will be informed about this in writing.

### **Article 9 - Complaint declared well-founded, measures**

If the complaint is justified by Eastmen, corrective measures will be taken within 30 working days. If necessary, these measures will be applied retroactively to eliminate the cause of a nonconformity. In addition, the inspection body will be informed in writing by Eastmen about the handling of the complaint.

### **Article 10 - Complaint not eliminated**

If no corrective measures have been taken and / or the cause of a deviation has not been eliminated, the complaint will be reported in writing to the client or hirer within 30 working days after it has been established that the complaint is justified.

### **Article 11 - Reporting of the handling of the complaint**

The complaints' handler prepares a report on the handling of the complaint.

## Notification and analysis of the complaint

Anyone who receives a complaint reports this to the payroll department of Eastmen. One of the coordinators takes care of the recording and handling in accordance with this registration form.

Name, address, city of the submitter:
Phone number submitter:
Email address submitter:
Date of receipt of the complaint:
Description of the complaint:
Cause of the complaint:
Scope of the complaint:
Implemented measure (s) to prevent recurrence:

Completed by (name):	Date of settlement:	Date submitter informed:
Review:	sufficiently effective	insufficiently effective