



AIOS GmbH – Complaints procedure for business partners

1. Introduction

This document describes the official complaints procedure at AIOS Automotive Integrated Overhead Systems GmbH. The aim is to ensure a transparent, fair and effective way of submitting and processing complaints. The procedure is aimed at business partners such as customers and suppliers, as well as other relevant interest groups.

2. Purpose and Scope

This procedure is designed to ensure that complaints are handled efficiently, objectively and confidentially. It applies to all complaints relating to corporate responsibility, ethical conduct, human rights, working conditions, environmental issues or other relevant topics.

3. Definition of a complaint

A complaint is any formal or informal report of an actual or suspected problem, violation or concern related to business practices, working conditions, human rights or other company policies.

4. Einreichung einer Beschwerde

Complaints can be submitted in the following ways:

- By email to: complaints-info@aios-group.de

5. Information required for a complaint

The complaint should contain the following information:

- Name and contact details (if not anonymous)
- Description of the facts and persons involved
- Date, place and relevant documents or evidence
- Expected solution or desired measures

6. Processing procedure

**** Step 1: Receipt and confirmation ****

The complaint will be confirmed within 5 working days of receipt.

****Step 2: Review and evaluation****

The responsible team analyses the complaint, makes any necessary inquiries and collects relevant information.



****Step 3: Measures and feedback****

Appropriate measures are taken depending on the type of complaint. The complainant is informed of the results, unless anonymity has been requested.

****Step 4: Conclusion and documentation****

All complaints and their handling are documents to ensure transparency and continuous improvement.

7. Confidentiality and protection against reprisals

All complaints will be treated confidentially. The identity of the complainant will be protected, unless there are legal obligations to disclose it. Retaliation against persons who file a complaint in good faith is expressly prohibited.

8. Monitoring and improvement

The complaints procedure is regularly reviewed and further developed to ensure its effectiveness. Feedback and suggestions for improvement are taken into account.

9. Kontaktinformationen

If you have any questions about the complaints procedure or submitting complaints, please contact:

****E-Mail:** complaints-info@aios-group.de**