

Complaint procedure

EIFO wishes to support an open company culture, where everyone can make their observations known, including making reports about conditions in EIFO. We have therefore established a complaint procedure where you can make non-anonymous reports with the intent of engaging in a dialogue with us regarding the matter.

The complaint procedure has been established in line with the UN Guiding Principles on Business and Human Rights (UNGPR) and the OECD Guidelines for Multinational Enterprises, as well as in accordance with EIFO's policy of transparency. You will find both policies on our website: [Policies \(eifo.dk\)](#).

You can use the complaints procedure to report matters related to EIFO, including:

- complaints about EIFO's business and/or projects in which EIFO is involved
- report violations and other matters that are not covered by EIFO's whistleblower scheme.

You make a report by sending an email to complaints@eifo.dk.

For the sake of EIFO's further investigation and handling of your report, we kindly ask you to describe the circumstances related to your report to the best of your ability when you contact us.

We process your personal data in relation to your inquiry in accordance with EIFO's current personal data policy (please find link in the website footer).